**G Santhosh kumar**

Sr.Analyst

Phone: 8886781236

Email: [santhoshkumar.godi@gmail.com,](mailto:santhoshkumar.godi@gmail.com,) Address: H.No: 201, Kondapur, Hyderabad, Rangareddy district, 500084

# Objective

Around 2 years total IT experience in CapGemini as a Python Developer. Extensive experience in Python.

# Skills

PYTHON, Python with Rest API, DJANGO, MYSQL, Sikuli

# Education

Bachelor Degree in Electronics and Communication Engineering –(BVRIT B.V.Raju Institute of Technology, Hyderabad).

# Achievements

Project Raising Star Award for quick bug fixing and delivery in projects.

# Worked on Projects:

## Auto-Ticket Creation and Assignment:

### HCCB (Hindustan Coca Cola Beverages):

* Worked with Analytics and software development to develop a front-end BOT (OCR technology) with python script that analysis the email and compare the required keyword in excel in background.
* Used NLTK to cleanse the data. Find the outliers to and to handle inconsistent data.
* Tool used is Service now. In which BOT automatically open’s Service Now download the tickets queue and automatically starts assigning the tickets with respective to their groups.
* Created .exe file with python script
* Logfile is generated automatically.

### Councils:

* Tool used is Service now.
* Developed a script with python inorder to assign the tickets in service now automatically based on configuration item value and assignment group. No manual interruption
* Used NLTK to cleanse the data.
* Created .exe file with python script.
* Once ticket is assigned BOT automatically send’s and email to user or DL or both as per requirements.
* If any error occurs Alert! Emails will be send to the user or DL.
* Logfile is generated automatically.

### NRMA (National Roads and Motorists Association):

* Tool used is Service now.
* Developed a script with python in which tickets in service now automatically assigned based on subservice and primary service values.
* Used NLTK to cleanse the data.
* Created .exe file with python script.
* No manual interruption. BOT automatically starts in the morning and stops in evening.

### STAR:

* Tool used is Service now.
* Automatically assign the tickets in service now by BOT based on assignment group value. Created .exe file with python script.
* Logfile is generated automatically.

### TOLL: (Backend BOT)

* Tool used is Service now.
* Developed a (Parent BOT)script with python using REST API in service now.
* Creating Dynamic URL for getting the Tickets and calling the different child Bots.
* Created .exe file with python script. Logfile is generated automatically.

### Lendlease: (Backend BOT)

* Tool used is Service now.
* Developed a script with python with REST API in which ticket will auto assigned based on assignment group value. Used ML Classifier to cleanse the data.
* Created .exe file with python script.
* Logfile is generated automatically.

### Toll ADU BOT: (Backend BOT)

* Created a Parent BOT for calling different childbot dynamically.
* Developed a script with python with REST API in which Parent Bot will be downloading the tickets from servicenow and using NLP finding the keyword and calling the Childbot as per the requirements.
* Created .exe file with python script. Logfile is generated automatically.

## Python with Database:

Worked with Oracle sql developer to insert the data or appending the data using python script.

# As Part of Development Team,

* + Coordination with end users for designing and implementation of analytics solution as per project proposals.
  + Prepared scripts to ensure proper data access, manipulation and reporting functions.
  + Prepared detailed technical documentation such as workflows, scripts and flow diagrams.
  + Dealth with source files such as CSV, XLSX, Oracle Database.
  + Dealth with REST API
  + Dealth with Sikuli

# Personal Profile

Name : G. Santhosh Kumar

Date of birth :24-06-1995

Marital Status : Single

Nationality : Indian

Languages Known :Telugu, Hindi and English

# Declaration

I hear by declare that the information furnished by me is true and correct to the best of my knowledge Place: Bangalore

Yours Truly santhosh