AYYALA SATYA MADHURI

Phone: 6302555024

Gmail: ayyalasatyamadhuri@gmail.com

Linkedin:

www.linkedin.com/in/satyamadhuri-ayyala-1362a31a3

ADDRESS

8-1-139/A, Tower street, Stuvartrpeta.
Pithapuram (533450)
East Godavari, Andhra Pradesh.
Phone: +91 6302555024

EDUCATION

Secondary School   2015-2016
Ravindra Bharathi School, Pithapuram
GPA: 10/10

Intermediate   2016-2018
Sri Chaitanya Jr college, Kakinada
Percentage: 96.4%

Bachelor of Computer Applications
**   2019-2022**
Aditya school of computer science
Percentage: 89.9%

TECHNICAL SKILLS

ServiceNow Development: Workflow
Automation, Business Rules, Client
Scripts, UI Policies, Service Catalog
Management, Scripting, Performance
analytics.
Programming Languages: JavaScript,
HTML/CSS, SQL, .Net web api.

Tools & Software: Git,Visual Studio Code,
ServiceNow Studio, Sublime, Postman.

INTERPERSONAL SKILLS

- Innovative thinking
- Curious to learn new things.
- Ability to lead the team.
- Easy Adoptability.

CAREER OBJECTIVE

Motivated Servicenow developer with 3 years of experience in LTIMINDTREE to leverage my technical skills in scripting and problem-solving to deliver efficient IT service management solutions, aiming to contribute my skills to a forward-thinking organization by delivering innovative and scalable solutions that improve business processes.

PROFFESIONAL EXPERIENCE

- **Servicenow Developer**
- Collaborated with senior developers to troubleshoot and resolve system issues, improving system stability by 10%
- Assisted in the configuration of ServiceNow Incident Management, reducing average resolution time by 25% through effective ticket triaging
- Developed custom scripts to automate repetitive tasks, saving 10 hours of manual effort monthly

- **Application Engineer (IOT)**
- Enhancement of the application works like Power bi deployment and subscriptions, PI integrations, Package creation and validation, DB setup with DB accounts and DB scripts, IMC installations on servers and validations etc.,
- Performing Server maintenance activities like sanity check and monthly patching.
- Troubleshoots many incidents before SLA breach and received the appreciation from the client.

CERTIFICATIONS

- Microsoft Azure-900 fundamentals certified.
- AWS cloud practitioner certified.
- Cisco certification in C programming.
- Devops certifications in simplilearn

ACHIEVEMENTS

- Achieved Pratibha award in secondary school for excellence in academics.
- Organized and participated in many technical events and got the appreciation from the managers.
- Achieved 1st prize in state level painting.