SUMANTH REDDY KALLAM

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Education

Lakireddy Bali Reddy College of Engineering	July 2018 - June 2022
Bachelor of Technology in Mechanical Engineering	*Mylavaram, Andhra Pradesh*

Experience

Accenture	June 2022 – Present
Associate Software Engineer	*Hyderabad, Telangana*

- Current: Application developer, building an Integrated Workplace Management System, transitioning from legacy third-party applications to ServiceNow's (WSD), which aim to reduce operational costs by 40%.
- Key achievements include integrating the Workplace system with internal systems using REST API and OAuth 2.0, resulting in a 25% improvement in operational efficiency, Optimized Space Recommendations.
- Created diverse catalog items addressing critical needs, Implemented custom approval workflows and definitions to streamline processes across the organizational hierarchy, which led to a decrease in manual efforts by 30%
- Proficient in custom development, including business rules, Script Includes, UI actions, policies, client scripts, scheduled jobs, email notifications, ACLs, dictionary, catalog items, record producer, transform maps, Glide API.

Technical Skills

Programming Languages: JavaScript, HTML, CSS
Technologies/Platform: ServiceNow - Custom Development, IT Service Management (ITSM), Workplace Service Delivery (WSD), Flow Designer, App Engine Studio (AES), Platform Administration, CMDB (basics), UI Builder (beginner), ITIL.

Technical Experience

Core Competencies

- Driven ServiceNow Developer with 1.9 years of experience in ServiceNow platform, Passion to create innovative software with the user in mind, creating applications with a usable and intuitive user interface experience.
- Expertise in designing, developing, Configure, customizing & administrating ITSM suite of applications.
- Proficient in custom scripting, maintaining high quality code, adherence to coding standards & Best practices.
- Proven expertise in implementing various IT Service Management processes like Incident Management, Change Management, Problem Management, Knowledge Management.
- Responsible for designing and implementing software solutions. Collaborated with cross-functional teams to achieve project goals. Mentored junior team members and provided technical guidance.
- Ability to interact independently with global customers, Understanding of Application Development Lifecycle methodologies, experience in working with Agile & Scrum framework.

Projects

Safety Application | *App Engine Studio, Flow Designer, UI Builder (basic)*   GitHub

- Built Safety Application with App Engine Studio wherein users can report safety issues. This application will allow users to log and track Safety Issues, which aims to reduce human effort by 20%.
- Configured a user-friendly portal for reporting safety issues to enhance user experience and consolidate all reported issues in one place, implemented automation logic (flow) to streamline all critical cases, triage and resolve the issue.

Corporate Gifting (In Progress) | *Custom App Development*   GitHub

- Designed and Developed a Corporate Gifting application, allowing managers to express appreciation to their mentees through E-Vouchers with predefined amounts, which gets added to the employees' e-wallets.
- Each employee can request a voucher based on their wallet balance and eligibility..

Certifications

- Certified Application Developer (CSA) - ServiceNow
- Certified System Administrator (CSA) - ServiceNow
- Micro-Certification: Flow Designer - ServiceNow
- ITIL foundation in IT Service Management - ServiceNow