

VENKATA SIVA ABHISHEK MUNUKUTLA

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EDUCATION

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|---|-------------------------------|-----------|-----------|
| Masters in Information Technology | Arizona State University, USA | GPA: 3.94 | May 2019 |
| Bachelor of Engineering in Information Technology | Osmania University, India | GPA: 3.40 | June 2016 |

TECHNICAL SKILLS

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|---------------------------|--|
| Languages | : Java, SQL, Python, T-SQL, PL/SQL, Shell/Bash Script, Powershell |
| Databases | : MySQL, Oracle 9i, MS SQL, SQLite |
| Tools | : Eclipse IDE, XAMPP, MS SQL Server Management Studio, Virtual Box, Microsoft Office, Maven, GIT, RDP, Django, ServiceNow ITSM |
| Web Technologies | : HTML, CSS, JavaScript, PHP, JSON, XML |
| Platforms & OS | : Linux (Ubuntu), Amazon Linux Machine, Windows, CentOS, Amazon Web Services |

EXPERIENCE

ServiceNow Developer Intern **Eastman Chemical Company, India** July 2018 – August, 2018

- Assist in migrating from Infopath to ServiceNow.
- Deliver 5 Service Catalog Items and respective workflows for approvals, notifications, tasks and automated actions.
- Create UI Policies, Client Scripts and Script Includes for Catalog Items.
- Customize SLA and OLA.
- Work with development team to migrate updates into the production environment.
- Integrate instances with Scripted REST API to perform automated administrative actions.
- Integrate ServiceNow with Active Directory using LDAP and Scheduled Jobs.
- Improve query performance with creation of indexes.
- Work with Incident Management, Request Management, Knowledge Management, and Problem Management.

Graduate Teaching Assistant **Arizona State University, USA** January 2018 – May, 2018

Course: Introduction to Java Technologies

- Assist professor with instructional responsibilities.
- Hold weekly tutoring sessions online and on campus.

ACADEMIC PROJECTS

Arizona State University, USA

Student Party E-VITE Application March 2018 – April, 2018

Technologies: MS-SQL Server, SQL Server Management Studio, Django

- Used T-SQL to create scripts to generate a database for the application.
- Created stored procedures and triggers and performed code optimization.

Insync (ASU 20 Hours Hackathon) March 2018

Technologies: ServiceNow, AngularJS, HTML, GIT

- Created an application on ServiceNow with Tables, ACLs, Forms, Lists and List Layouts.
- Developed a custom service portal with portal pages and custom widgets.
- Used Team Development in ServiceNow to collaborate.

Analysing crime data from the city of Los Angeles using Amazon Web Services November 2017 – December 2017

Technologies: Java, AWS Elastic Map Reduce, AWS Athena, Tableau, AWS S3

- Ran MapReduce on Amazon EMR with a transient cluster to reduce setup time and lower cost up to 90%.
- Connected Tableau Desktop to Amazon Athena to create Tableau Dashboards for visualizing output.

Osmania University, India

Continuous User Identity Verification for Secure Internet Services January 2016 – May, 2016

Technologies: HTML, CSS, JavaScript, JQuery, JSP, Servlets, SQL, Netbeans, SQLYog

- Developed an algorithm for continuous authentication that improves security and usability of the user session. Improved the accuracy of session control by triggering adaptive time-outs.
- Additional layer improved security by 50 percent without compromising usability.