

GOWTHAM LINGALA

ABOUT ME

Website: gowthamlingala.me

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Email: gowtham.lingala@gmail.com

EDUCATION

K L Deemed to be university

B.Tech in Computer science & Engineering

SKILLS

- Languages: **Java, Python, JavaScript**
- Frame Works: **Express.Js**
- Data bases: **MySQL, MongoDB, Oracle**
- Platforms: **ServiceNow, JIRA**
- Cloud: **Azure, AWS, GCP**
- Others: **Team Management, Design Thinking, Critical Thinking, Public speaking, Low-learning Curve, Project Management, Team leadership, Problem Solving.**

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Certified Safe-5 Practitioner
- ServiceNow Certified Application Developer
- ServiceNow Certified Administrator
- ServiceNow Certified Implementation Specialist- Discovery
- ServiceNow Certified Implementation Specialist- Event Management
- Microsoft Certified Data Scientist
- Microsoft Certified Trainer
- Microsoft Certified Azure AI Engineer Associate
- Microsoft Certified Azure Fundamentals
- Microsoft Certified AI Fundamentals
- Microsoft Certified Data Fundamentals
- Oracle Autonomous Database Certified Specialist

WORK EXPERIENCE

Deloitte- India

Analyst | Sept 2021 - present

- Developed various ServiceNow platform solutions for clients.
- Involved in presales and proposals building.
- Implemented process enhancements in various modules.
- Developed Life Cycle Management in HAM.
- Worked on various agents based discovery.
- Resolved high risk issues and high priority tasks.
- Represented ServiceNow HAM modules for the whole project.

TATA Consultancy Services

Systems Engineer | Aug 2019 - Sept 2021

- Implemented process enhancements on the change, demand management and other modules of ServiceNow.
- Worked on ServiceNow version Upgrades.
- Handled and resolved multiple escalations related to ServiceNow daily operations.
- Integrated ServiceNow with other systems using REST, SOAP, LDAP, JDBC.
- Prepared solution and technical design documentations as part of implementation process.
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KEY ACHIEVEMENTS

- Worked as Student Body President during academic year 2018-19, Dept of Computer Science and Engineering, K.L University.
- One of the Semi Finalists at Toastmasters International's Master Orator Championship District 98.
- Worked as Technical lead- IGNITE'19 - A series of National Level Coding Competitions organized by Dept of CS, K.L University.
- Worked as Event Manager- TEDx KLU.
- Selected for first batch of ServiceNow Academic partner program.

PUBLICATIONS

IEEE - Secured E-voting System Using Two-factor Biometric Authentication