

# ABHILASH KOTHA

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## EXPERIENCE SUMMARY

- Pursuing MS in software engineering currently.
- 8 Years of overall IT industry experience.
- Experience application development and L2/L3 production support.
- Domain experience in Life sciences in the Manufacturing and supply chain applications sector.
- Strong knowledge of ITIL processes.
- Expertise in handling business-critical issues and engaging business and vendor partners.
- Experience in Credit card BFSI Domains.
- Expert in Windows server domain and IIS hosting.
- Expertise in troubleshooting and problem-solving.

## EDUCATION

Master of Science in Computer Science	Saint Louis University, St Louis, MO. Graduation expected: May - 2024	GPA: 4.0/4.0
Bachelor of Engineering in Electrical & Electronics Engineering	Osmania University, Hyderabad, India (May - 2015)	Aggr:74%

## SKILLS

C#, ASP.net, MS SQL, MVC, Mongo DB, JavaScript, HTML, CSS, Bootstrap, Angular, Python, React JS  
Visual Studio, SSMS, Jira, Git, Service Now, WinSCP, Putty, Dynatrace, Splunk, TFS, Control M, Citrix  
Windows 2003/2008/2012/2016/2019 servers, RHEL servers (UNIX), AWS E2, Azure VM, AD Services

## EXPERIENCE

<b>Saint Louis University</b>	St Louis, Missouri
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### **Graduate Research Assistant (Jul 2023 – Present)**

- Working as a tech lead at Open Source with SLU leading Undergraduate students with their capstone projects.

### **Team Lead (ITS) (Mar 2023 – Jun 2023)**

- Led a team of IT security interns in researching and recommending best practices.
- Conducted research on Red Teaming, Chat GPT in policy creation, Generative AI in IT security, Business Email Compromise, and Azure Active Directory.

### **Research Assistant (Sep 2022 – May 2023)**

- Built a web application to track the movement of users' eye gaze on a multi-drone monitoring interface to understand the gaze patterns and cognitive load on Drone operators.

<b>Merck KGaA (July 2020 – July 2022)</b>	Bengaluru, India	Senior Analyst
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- Managed a team of 4 Engineers, overseeing support for 15 manufacturing and supply chain applications.
- Trained interns, monitored team deliverables, and maintained SLA compliance.
- Conducted tech refresh initiatives, upgrading applications to new OS and DB versions for compliance.
- Remediated multiple security vulnerabilities, including the Log4j vulnerability.
- Led service portfolio reviews and decommissioned end-of-life applications and servers.
- Ensured audit readiness and compliance for the support portfolio.
- Automated health checks and conducted regular application maintenance.
- Collaborated with vendors and customers to address recurring issues and new requirements.

- Supported 18 applications for American Express across EMEA and LAC markets, focusing on customer remittance processing, credit card processing, and terminal setups.
  - Developed a web application for team performance and resource planning.
  - Managed incident, change, and problem resolution processes.
  - Ensured SLA compliance and provided 24/7 on-call support to clients, vendors, technical teams, and users.
  - Assisted development teams with application releases and fixes.
  - Created automation scripts to streamline tasks and reduce errors.
  - Mentored new team members to enhance their application knowledge.
  - Conducted annual disaster recovery exercises for GDHA readiness.
  - Analyzed Splunk logs to identify issue patterns.
  - Handled calls addressing Operation Risk Events and SSL certificate renewals.
  - Led large bridge calls to resolve high-severity issues.
  - Created runbooks and knowledge bases.
  - Implemented proactive monitoring for application processes.
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## **ACHIEVEMENTS AND RECOGNITIONS**

- AWS Hackathon Winner: Secured victory in SLU and Nestle Purina's AWS Hackathon.
- Automation Excellence: Received a Spot-on Award for developing automation components, streamlining processes, and reducing manual workloads.
- Security Patching Mastery: Earned the Master Mind Award for proactively patching application servers to mitigate security threats.
- Creative Leadership: Recognized with a Spot-on Award for organizing and leading the Bay decoration initiative in the ODC.
- Peer Recognition: Honored with peer-to-peer awards for providing valuable assistance in issue resolution.
- Application Portfolio Transition: Received the Cheers to Peers Award for successfully managing the transition of the application portfolio.