

# Neha Kotturu

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## EDUCATION

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**UNIVERSITY OF MASSACHUSETTS, AMHERST** **Amherst, MA**  
*B.S. in Computer Science, Minor in Mathematics* **2023 - Present**  
*GPA: 4.0*

**NATICK HIGH SCHOOL** **Natick, MA**  
*GPA: 4.84/4.0* **2019-2023**

## SKILLS

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Technical: Java, Python, HTML/CSS, JavaScript, Adobe Dreamweaver, VS Code, ServiceNow

Behavioral: Leadership, Team Management, Communication, Teamwork, Project Planning, Presentation, Organization

## EXPERIENCE

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**UMASS IT SALESFORCE TEAM** **UMass Amherst**  
**Salesforce Intern** **May 2024 - Present**

- Complete numerous trailheads to get familiar with Salesforce
- Maintain the contacts database by cleaning up duplicates
- Respond to online tickets from staff and faculty
- Work with the team to shadow and provide support on different ongoing projects, specifically in FormAssembly

**UMASS IT ESD TEAM** **UMass Amherst**  
**Enterprise Applications Support Intern** **February 2024 - May 2024**

- Improve SPIRE site reliability with rigorous manual testing after new patch releases
- Update IT KnowledgeBase with new documentation for clearer support on different SPIRE services
- Create video support using Camtasia and Audacity for additional training and support

**UMASS IT SERVICE DESK** **UMass Amherst**  
**Student Consultant I** **October 2023-Present**

- Provide in-person technical assistance to students, faculty, and alumni at UMass Amherst
- Respond to and manage online tickets on ServiceNow with the creation of 270+ tickets and resolving many more
- Provide live online support to clients through Bomgar

## PROJECTS

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**BREAKTHROUGH TECH AI AT MIT**

- May 2024 - April 2025
- 8-week summer course at MIT about ML foundations, and building, training, and implementing ML models
- Year-long project during the upcoming fall and spring to collaboratively work with large-scale, real-world datasets to train, test, and evaluate a machine learning model for a matched company.

**[Easy ToDo](https://easyto-do.netlify.app/)** (<https://easyto-do.netlify.app/>)

- Tasklist manager - received Creative Technology certification from Natick High School

**[Creative Technology Certification Program](https://creativetechnology.netlify.app/)** (<https://creativetechnology.netlify.app/>)

- Created website for the Creative Technology Certification Program