

Nikhilesh Kovvuri

IT Support Executive | SAP SuccessFactors & AI Automation Specialist

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SUMMARY

IT Support Executive at Mauqah Technologies LLC in Abu Dhabi — SAP SuccessFactors certified with hands-on experience in AI-powered automation, LLM deployment, and enterprise IT environments. MSc in Artificial Intelligence and BSc in Software Engineering. Skilled in Python scripting, Linux automation, n8n workflows, and HRIS support across Employee Central, Onboarding, and Recruiting modules. Comfortable troubleshooting network infrastructure, managing IT assets, deploying containerised AI environments, and supporting enterprise HR platforms.

EXPERIENCE

IT Support Executive — Mauqah Technologies LLC

Abu Dhabi, UAE · Apr 2026 – Present

- Design and deploy AI-powered automation workflows using n8n, integrating business processes, notifications, and operational tasks; write Python scripts for data processing and API integrations.
- Develop Linux shell scripts for system automation, scheduled tasks, and environment configuration.
- Configure and maintain self-hosted LLM environments using OpenClaw and Goose AI, including containerised deployments with Docker and inference optimisation.
- Build and manage AI agent pipelines with API connectivity and model deployment.
- Provide enterprise-level IT support across Windows, macOS, iOS, and Android with rapid issue resolution.
- Handle LAN/Wi-Fi troubleshooting, IP configuration, DNS, DHCP, and connectivity issues.
- Manage IT asset lifecycles including inventory tracking, procurement coordination, and device allocation via Sortly.

Associate — Mother Board Education

India · Aug 2025 – Apr 2026

- Completed structured training across SAP SuccessFactors modules: Employee Central, Onboarding, and Recruiting.
- Practised RBAC, user provisioning, and permission assignment configurations within training environments.
- Studied end-to-end employee lifecycle workflows including onboarding, data management, and separation processes.
- Assisted in resolving user access queries and configuration questions in a support capacity.
- Developed Java-based training modules and practice environments for OOP fundamentals; built backend configurations using Java and MySQL.
- Maintained incident logs and tracked resolutions to improve service efficiency and response time.

SKILLS

SAP SuccessFactors	Employee Central, Onboarding, Recruiting, RBAC, User Provisioning, HRIS Support
AI & Automation	n8n, OpenClaw, Goose AI, LLM Integration, Agentic Workflows, Playwright
Languages & Databases	Python, Java, JavaScript, TypeScript, PHP, Shell/Bash, MySQL, MongoDB
Web & Frameworks	React, Flutter/Expo, Supabase, Spring Boot, Laravel, Flask, REST APIs, JWT Auth
IT & Infrastructure	Windows/macOS/Linux, iOS/Android, LAN/Wi-Fi, DNS/DHCP, Docker, Git, ServiceNow, Power BI, Tableau
IAM (exposure)	SailPoint IdentityIQ, RBAC, Provisioning, Identity Lifecycle

PROJECTS

AI Farm Log & Data Management App (Self-Study)

AI-assisted orchard management app for pomegranate farmers: React web dashboard + Flutter/Expo mobile app on a shared Supabase backend, with pest ID and voice-to-log via Claude.

Books Processor & EPUB Extraction Tools (Self-Study)

Python/Playwright tool that bulk-uploads ebooks with scraped metadata; companion tool splits EPUBs into numbered chapter files (PyQt6/CLI + browser versions).

Driver Distraction Detection via Video Analysis (Aug–Dec 2024)

Real-time prediction system using YOLOv8 and EfficientNet on Raspberry Pi; 92% detection accuracy, optimised with OpenCV for low latency and varying light.

Fresh Flora — E-Commerce Platform with AI Chatbot (Sep 2022–Jul 2023)

Java Spring Boot backend with MVC architecture, RESTful APIs, JWT auth, RBAC, and an integrated AI chatbot; MySQL-backed.

SailPoint IdentityIQ — Identity & Access Governance (Self-Study)

Building IAM expertise: RBAC, provisioning/deprovisioning, access requests, identity lifecycle management.

Additional coursework projects (Laravel EDMS, student election system, JUnit testing, Android/Kotlin, Python data mining, Java games) at github.com/Nikhileshkovvuri

EDUCATION

MSc Artificial Intelligence — De Montfort University, UK (2025)

BSc (Hons) Software Engineering — University of Stirling, UK (2023)

Higher Diploma — CS: Software Development — Scottish Qualification Authority, UAE (2021)

CERTIFICATIONS

- SAP SuccessFactors — Employee Central & Onboarding
- Scottish Qualification Authority — Data Science
- HackerRank — Software Engineer (Java & Python)

Languages: English · Hindi · Telugu · Japanese