

Rahul Kumar

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PROFESSIONAL SUMMARY

Software Engineer with 1.5+ years of experience building scalable web applications and enterprise solutions. Specialized in Full Stack Development and ServiceNow with expertise in JavaScript, Node.js, React.js, and ServiceNow modules (GRC, ITSM, ITOM, CMDB). Proven track record of delivering automated workflows, API integrations, and optimized systems. Passionate about leveraging Generative AI and modern technologies to solve complex business challenges.

TECHNICAL SKILLS

Languages: JavaScript, Java, HTML5, CSS3, SQL, Python
Frontend: React.js, Material-UI, Tailwind CSS, Responsive Design
Backend: Node.js, Express.js, RESTful APIs, GraphQL, Microservices Architecture
Databases: MongoDB, MySQL, PostgreSQL, Database Design & Optimization
ServiceNow: GRC (Governance, Risk & Compliance), ITSM, ITOM, CMDB, Workflow Automation, UI Builder, Flows
DevOps & Tools: Git, GitHub, Docker, CI/CD, Agile/Scrum, Jira, Postman
Cloud & Platforms: Airtable, Workflow Management, System Integration
AI & Automation: Generative AI Integration, Process Automation, No-Code/Low-Code Solutions

PROFESSIONAL EXPERIENCE

Associate Software Engineer September 2024 – Present
Ajackus *Mumbai, Maharashtra, India*

- Architected ServiceNow solutions for enterprise clients specializing in GRC, CMDB, ITSM, and ITOM modules, improving compliance tracking efficiency by 40%
- Engineered automated workflows & business rules reducing manual processes by 60% across multiple departments
- Implemented custom REST API integrations enabling seamless data flow between ServiceNow and external platforms
- Developed ServiceNow applications using UI Builder and Flow Designer with 98% SLA adherence
- Optimized CMDB data quality through automated discovery achieving 95%+ configuration item accuracy

Full Stack Engineer August 2024
Avidus Interactive *Bengaluru, Karnataka, India*

- Built responsive web applications using React.js, Node.js, and MongoDB with focus on performance optimization
- Designed RESTful APIs handling 10,000+ requests daily with efficient error handling and data validation

EDUCATION

Full Stack Web Development Bootcamp August 2023 – April 2024
Masai School *Computer Software Engineering*

Bachelor of Commerce (BCom) August 2019 – August 2022
Delhi University *Delhi, India*

CERTIFICATIONS & TRAINING

ServiceNow: Micro-Certification UI Builder, Welcome to ServiceNow, Flows
Programming: Java Certification
No-Code/AI: Airtable No Code AI App Builder Certification

KEY ACHIEVEMENTS

Reduced incident resolution time by 45% through implementation of automated ServiceNow workflows and intelligent routing.

Successfully delivered 5+ enterprise ServiceNow projects on time, maintaining 100% client satisfaction rate.

Mentored junior developers on ServiceNow best practices and full stack development methodologies.

Implemented GRC framework resulting in 30% improvement in compliance audit scores for enterprise clients.