

Rahul Kumar

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Delhi, India

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

Ajackus

September 2024 – Present

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

Avidus Interactive

August 2024

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

Masai School

August 2023 – April 2024

Computer Software Engineering

Bachelor of Commerce (BCom)

Delhi University

August 2019 – August 2022

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.