SHAH RUKH SYED

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[LinkedIn-ShahRukh] | Portfolio-Website | ServiceNow CSA, AWS, Oracle, Aviatrix Certified

SUMMARY

Results-driven Software Engineer with 3+ years of experience in ServiceNow, full-stack development, API integrations, and cloud-native solutions. Proficient in Java, Python, and AWS, with a strong track record of designing and optimizing scalable systems. Adept at automating workflows, improving data processing efficiency, and collaborating with cross-functional teams to deliver high-performance solutions.

WORK EXPERIENCE

Freelance Full-Stack Developer | Remote   **Aug 2023 - Present**

- Engineered a secure, cloud-managed integration platform for 1,000+ users by developing custom features and RESTful API integrations, mirroring the reliability and performance expected in firmware feature design. Designed 20+ custom pages with role-based access and GDPR-compliant encryption, emphasizing robust security practices similar to those essential for embedded system development. Automated software license tracking for 5,000+ assets, reducing compliance risks and streamlining system operations in a manner analogous to firmware update pipelines. Integrated real-time CMDB synchronization to enhance data accuracy and reduce incident resolution times

Associate Software Engineer | NewRocket   **Jun 2022 – Aug 2023**

- API Development: Designed RESTful APIs using Java and Python to streamline ITSM workflows for Fortune 500 clients, improving system interoperability by 30%.
- Cloud Migration: Transitioned legacy systems to AWS-managed solutions, reducing latency by 25% and aligning with DevOps practices.
- Data Automation: Built SQL-driven CMDB synchronization for 5,000+ assets, enhancing data accuracy by 45% and supporting real-time analytics for advertising partners.
- Collaboration: Worked with product managers to integrate third-party tools, ensuring seamless compatibility with platforms like Google Tag Manager.

Software Intern | NewRocket - Service Stack Technologies   **Sep 2021 – Jun 2023**

- Full-Stack Development: Built Django-based web applications with AngularJS frontends, improving user engagement by 20%.
- Problem Solving: Debugged and optimized code to reduce incident resolution times by 25%.

PROJECTS

Service Portal Development

Designed and implemented a centralized Service Portal for TennCare workers and partners, providing a "one-stop shop" for accessing applications and managing access.

Key Features:

- 15+ custom portal pages (Dashboard, My Profile, My Requests, etc.)
- Custom widgets for user access management
- Encryption/decryption for secure data handling
- Styled portal according to design team specifications

Technologies: ServiceNow, JavaScript, HTML/CSS, AngularJS

UI Builder Customization

Developed custom UI components and pages using ServiceNow's UI Builder to enhance user experience and streamline workflows.

Key Features:

- Custom UI components for IT asset management
- Drag-and-drop interface for rapid development
- Integration with backend workflows and APIs
- Responsive design for mobile and desktop

Technologies: ServiceNow UI Builder, JavaScript, REST APIs

Software Asset Management (SAM)

Implemented a SAM solution to track and manage software licenses, ensuring compliance and optimizing costs.

Key Features:

- License tracking and compliance reporting
- Integration with CMDB for real-time asset tracking
- Automated workflows for license renewal
- Custom dashboards for asset visibility

Technologies: ServiceNow SAM, CMDB, Workflow Automation

Hardware Asset Management (HAM)

Designed and implemented a HAM solution to track and manage hardware assets, improving visibility and lifecycle management.

Key Features:

- Hardware asset tracking and lifecycle management
- Integration with procurement and disposal workflows
- Custom reports for asset utilization
- Automated alerts for warranty expirations

Technologies: ServiceNow HAM, CMDB, Workflow Automation

TECHNICAL SKILLS

- Programming Languages: Python, Java, C/C++ (actively developing proficiency)
- Web & Frameworks: Django, AngularJS, HTML/CSS, Bootstrap, REST/SOAP APIs
- Tools & Platforms: Git, Visual Studio, ITIL, Agile, ServiceNow, SCCM (willing to learn)
- Operating Systems: Linux, Windows; embedded Linux (in progress)
- Security: BitLocker, Encryption, Endpoint Protection
- Cloud & Networking: AWS, Oracle, Aviatrix Multi-Cloud Networking

EDUCATION

Master's in Information Technology   **Jan 2023 - Sep 2024**

University of the Cumberlands

B.Tech with Honors, Computer Science   **Jun 2018 - Jun 2022**

K L University
- CGPA: 9.22/10

CERTIFICATIONS

- Programming:
  - Java Programming: Solving Problems with Software – Duke University (Coursera)
- Data Science & Analytics:
  - Machine Learning with Python – IBM (Coursera)
  - Data Analysis with Python – IBM (Coursera)
  - Data Visualization with Python – IBM (Coursera)
  - Fitting Statistical Models to Data with Python – University of Michigan (Coursera)
- Cloud & DevOps:
  - AWS Cloud Practitioner
  - ServiceNow Certified System Administrator (CSA)