

SAMEEHA MUBEEN

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Education

Vasavi College of Engineering, Affiliated to Osmania University

B.E in Computer Science & Engineering

2019 - 2023

8.23/10 CGPA

Work Experience

ServiceNow

Aug 2023 - Present

Associate Software Engineer

Hyderabad, India

- Led the Secondary Meters project, optimising data retrieval from Snowflake and **reducing API calls by 85%** through efficient caching and a robust architectural design
- Deployed performance optimisations for legacy code, achieving a **21% reduction** in Sales Opportunity **loading time** and enhancing user experience throughout the sales process cycle
- Implemented a critical fix to eliminate duplicate renewal line items in quotes, reducing RACV discrepancies and improving quote **accuracy by 10%**, resulting in a time savings of approximately **24 hours per quarter**
- Co-led the ServiceNow India Book Club, organising 10+ discussions that **doubled membership**, achieved **90% 5-star** feedback, and improved social media engagement from 10% to over **60%** within a year.
- Earned certifications as a Certified ServiceNow Administrator (CSA), Application Developer (CAD), and CIS-ITSM, showcasing my ability to quickly learn and adapt to new technologies.

Techsophy

Jan 2023 - Jun 2023

Software Engineer Trainee

- Developed Recroot, an interactive bot that streamlined the job application process, reducing application time by 40% with features like status tracking, analytics
- Integrated the internal chatbot to a live project, handled the backend interaction through the tool by writing **Rest APIs** using **SpringBoot** and **Java**

Projects

Blogging Site

[Source Code](#)

- Developed a blogging platform enabling users to post blogs and view a feed of published content, offering a streamlined and intuitive user experience.
- Built with **React** and TypeScript on the frontend, Cloudflare Workers for serverless backend, Prisma **ORM** with **PostgreSQL**, **Zod** for type-safe validation, and **JWT** for secure authentication.

FlowTion

[Source Code](#)

- Built a **MERN stack web application**, devised to help students effectively learn using flowcharts.
- Implemented features like **user authentication**, comprehensive **scoreboard** and **time alarms**. The admin can add, delete and update the nodes of the flowchart.

Technical Skills

Languages: Javascript, Java, C++

ServiceNow: Flow Designers, Now Bot, Business Rules, Client Scripts, Script Include, REST API integration, ITSM, Service Portal, Reporting

Frontend/Backend: React, TailwindCSS, HTML, CSS, Node.js, Express.js

Cloud/Databases: AWS, MongoDB, Firebase, SQL, Prisma ORM

Postman, GitHub, Git, Figma, Zod, Data Structures and Algorithm, Operating systems, Networking concepts

Achievements

- Research paper on a **blockchain based neo bank** and NFT Marketplace and on a **decentralized face recognition** surveillance system
- Winner of **Smart India Hackathon 2022**, a national level hackathon organized by Government of India
- Solved **600+** **problems** on platforms like Codeforces, Codechef, Hackerrank etc