

Ruthu Mangineni

Full-Stack Developer

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[LinkedIn](#) | [Portfolio](#)

SUMMARY

- Over 3+ years of experience as a Software Engineer with expertise in enterprise application development using Java, J2EE, Spring, Spring Boot, and RESTful/SOAP Web Services, combined with strong front-end skills in React.js, Angular, JavaScript, HTML5, CSS3, and Bootstrap. Proven ability to deliver scalable, high-quality applications across the full software development lifecycle, including design, development, testing, deployment, and production support.
- Proficient in ServiceNow UI development (Agent Workspace, Service Portal, custom widgets) using Angular, JavaScript, React, HTML5, and CSS3, along with configuring and managing ServiceNow database tables to support data-driven workflows.
- Hands-on experience in production support on the ServiceNow platform, including incident resolution through the Incident Management module and implementing enhancements based on user stories.
- Skilled in integrating and consuming GraphQL and REST APIs, with strong experience using Postman for testing endpoints, validating payloads, and troubleshooting issues to ensure reliable data flow across applications.
- Strong front-end expertise with React.js, Redux Toolkit, React Hooks, Angular, JavaScript, TypeScript, HTML5, and CSS3, focusing on building modern, scalable, and user-friendly interfaces.
- Experienced in migrating legacy systems to React, developing reusable components with Storybook, and ensuring consistent UI design with Bootstrap.
- Proficient in integrating RESTful APIs and managing the entire front-end development process for seamless communication with back-end services.
- Hands-on experience setting up CI/CD pipelines using Jenkins, Git, and SonarQube, along with writing unit tests using Jest and React Testing Library to maintain high code quality.
- Collaborative team player working closely with cross-functional and onshore teams, business analysts, and developers in Agile environments to deliver projects on time.
- Committed to troubleshooting UI issues, optimizing performance, and documenting work to support easier maintenance and onboarding.

TECHNICAL SKILLS

- **Front-End:** JavaScript, Typescript, HTML5, CSS3, AJAX, JSON, XML
- **Back-End:** Core Java, Python, SQL, Node.js
- **Databases:** MySQL, NoSQL, MongoDB
- **Frameworks:** React.js, Angular.js, Express.js, Spring Boot, Bootstrap, Spring MVC, Microservices, jQuery
- **Testing Tools:** Selenium, JUnit, Jest
- **Cloud Platforms:** AWS Google Cloud Platform, Microsoft Azure
- **Methodologies:** Agile, Waterfall, SDLC,
- **CI/CD & DevOps Tools:** Jenkins, Git, GitHub, GitHub Actions, GitLab, Docker, Webpack, Babel
- **Others:** Jira, Confluence, IntelliJ IDEA, Eclipse, VS Code, RESTful API, Postman API, ServiceNow

PROFESSIONAL EXPERIENCE

Infinite Computer Solutions

ServiceNow Developer

Client: Brightspeed

Feb 2025 – Sep 2025

Tampa, FL

- Designed and developed agent-facing UI screens in ServiceNow Agent Workspace using Angular, JavaScript, HTML5, and CSS3, ensuring adherence to UX guidelines and business logic, which boosted agent productivity by 30% and improved customer satisfaction scores by 20%.

- Built and customized ServiceNow widgets integrated with ServiceNow database tables to deliver dynamic, real-time, data-driven views, increasing agent efficiency in handling customer requests by 25%.
- Collaborated with business analysts, billing, E2E, and technical teams to gather, refine, and analyze requirements, ensuring alignment with stakeholder goals and refine requirements during Agile sprint planning and grooming sessions, contributing to **100% on-time sprint deliveries**.
- Developed dynamic UI logic to streamline workflows, such as building a custom cash payment screen for Zuora prepaid accounts, improving efficiency by **25%** and reducing agent input errors by **40%**.
- Integrated UI components with backend systems using RESTful APIs, utilizing Postman for endpoint validation, payload testing, and error handling verification to ensure seamless data flow, achieving **98% API success rate** in production.
- Utilized ServiceNow for REST integration, scripting, authentication token management, and transport of configuration changes via Update Sets across Dev, QA, UAT, and Production environments, reducing deployment time by **35%**.
- Executed full development lifecycle tasks, including analysis, implementation, unit testing, peer code reviews, QA coordination, and production support, demonstrating end-to-end ownership of deliverables and decreasing QA rework by **20%**.
- Troubleshooted and resolved complex UI defects reported by agents, resulting in improved screen load times by **30%** and reduced average issue resolution time by **40%**.
- Documented technical designs, workflows, and testing strategies to support future maintenance, cross-team knowledge sharing, and adherence to UX guidelines and business logic, reducing onboarding time for new developers by **50%**.
- Led incident analysis and resolution for production issues in ServiceNow Agent Workspace, collaborating with cross-functional teams to identify root causes and implement fixes, reducing average resolution time by 35%.

Infosys Ltd

Senior Systems Engineer

Client: Verizon [RHPAM]

Feb 2020 - Aug 2022

Bangalore, India

- Completed intensive, industry-led training in Java, Spring Boot, Angular, Python, and MySQL, achieving a top 10% ranking in the cohort and enhancing full-stack development proficiency; additionally, strengthened professional communication through Learning & Development (L&D) soft skills programs.
- Spearheaded the migration of 20+ legacy Bonita UI modules to modern React.js applications, enhancing performance by 35%, reducing technical debt by 60%, and improving agent efficiency by 40%.
- Engineered scalable, modular front-end architecture using React.js, Redux Toolkit, and ES6+ standards, resulting in a 45% decrease in front-end maintenance efforts and accelerating feature delivery by 30%.
- Developed and optimized 30+ RESTful APIs with Spring Boot and Node.js, achieving 99.5% uptime in production and slashing backend response times by 25%, significantly boosting application responsiveness.
- Elevated front-end quality assurance processes by implementing robust testing suites with Jest and React Testing Library, achieving 95 %+ unit test coverage and reducing post-deployment defects by 70%.
- Automated full-stack CI/CD workflows using Git, Jenkins, and SonarQube, which reduced build and deployment times by 50% and enhanced release stability across dev, QA, and production environments.
- Resolved over 100+ cross-browser and DOM-related issues, ensuring pixel-perfect compatibility across Chrome, Firefox, Edge, and legacy browsers, contributing to a 35% drop in UI support tickets.
- Led production release cycles end-to-end, including coordination with QA, DevOps, and business stakeholders, resulting in 100% on-time delivery with zero critical post-release incidents.
- Designed 15+ reusable components in Storybook and styled them using Bootstrap, standardizing the UI layer and enabling faster onboarding and a 30% gain in front-end development speed.
- Collaborated directly with Verizon's onshore teams to gather and validate business requirements, enabling a seamless migration roadmap that met 100% of delivery milestones over a 10-sprint Agile cycle.
- Championed developer productivity initiatives, including VS Code customization, ESLint/Prettier integration, and improved dependency management via NPM, leading to a 20% boost in team coding efficiency and code consistency.

EDUCATION

Master's in Information Studies (GPA: 3.7/4)

Trine University

May 2024

Angola, Indiana

Bachelor of Technology in Computer Science and Engineering

Rajiv Gandhi University of Knowledge and Technologies

May 2019

India

CERTIFICATIONS

- The Complete 2023 Web Development Bootcamp, Udemy **Jun 2024**
- Data Mining and Data Visualization, uCertify **May 2023**
- Java Programming Masterclass (Java 17), Udemy **Mar 2023**
- The Complete React JS Course, Namaste React **Mar 2023**
- Attended workshop on BrainTech-17 Network & Cyber Security Championship
- Worked as a Representative for the Helping Hands Organization for Needy