

Shahab Ali Hassan

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Software Engineer

ServiceNow Intern and Full Stack Engineer experienced in building Flows, Service Portal widgets, Virtual Agent conversations, and platform integrations. Skilled in JavaScript, Flow Designer, and automation with REST APIs, Freshservice, Jira, and Slack. Also proficient in developing scalable web and mobile apps using Next.js, React Native, and FastAPI.

WORK EXPERIENCE

ServiceNow Intern – Techcrystal Islamabad:

08/2025 – Present

- Automated critical incident alerts with Flow Designer + Slack, improving response times.
- Built HR workflows and Service Portal widgets (Leave Requests, Benefits Inquiry) integrated with record producers.
- Designed Group Management feature for user lookup and membership updates within the portal.
- Configured HRSD assignment rules to auto-route USA/Canada cases to HR groups.
- Developed UI Actions and Script Includes for API-based external attachment downloads into incidents.
- Integrated **FreshService**, Jira, and Slack using both built-in spokes, custom Flow actions, and RESTMessage APIs with Basic and OAuth authentication.
- Implemented a Freshservice–ServiceNow Knowledge Base sync, automatically fetching articles (including body and attached files) and storing them in ServiceNow KB.
- Designed and developed custom Service Portal widgets for user interactions and data visualization.
- Explored and implemented Virtual Agent and Now Assist features for conversational automation.
- Hands-on with ACLs, UI Policies, Import/Update Sets, Notifications, and advanced platform scripting.

PROJECTS

Final Year Project:

06/2024 – 04/2025

AI Cull Share Eventize – Next.js & FastAPI (Full Stack AI Platform)

- Developed a full-stack AI-powered image management platform using Next.js and FastAPI.
- Integrated deep learning models (ViT, ResNet50) for image culling, including blur, closed-eye, and duplicate detection and separation.
- Implemented facial recognition using faceapi.js on the frontend and HNSWlib vector database with an InspectionResNetV1 model on the backend for accurate face-based image retrieval.
- Managed long running task in background using Celery + RabbitMQ, improving performance and responsiveness.
- Set up a CI/CD pipeline using Jenkins, Docker, and GitHub webhooks on Oracle Cloud.
- Implemented Server-Sent Events (SSE) for real-time task updates.
- Handled user authentication and event access control using Clerk with webhook-based syncing.
- Built a responsive UI with Shadcn/UI, Tailwind, Framer Motion, and GSAP.
- Optimized performance with on-demand revalidation and unstable_cache in Next.js.

SKILLS

AWS Next.js Docker FastAPI

JavaScript PostgreSQL

Typescript React Native

EDUCATION

Bachelor's degree in Software Engineering

COMSATS UNIVERSITY
ISLAMABAD ATTOCK
CAMPUS

09/2021 - 09/2025

CERTIFICATIONS

Micro – certification – Welcome to ServiceNow

07/2025 – Present

Now Assist Executive Micro Certification

07/2025 – Present