

ERICK MEIKOKI
Software Engineer
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PROFESSIONAL EXPERIENCE

SERVICENOW

Santa Clara, CA

Associate Software Developer

2023 - Present

- Enhanced the accessibility of the ServiceNow service portal and NOW mobile app by integrating ARIA roles, keyboard navigation enhancements, and contrast optimizations, ensuring WCAG compliance and increasing the score by 25%.
- Leveraged AI sentiment analysis tools - ServiceNow Assist Tool Kit - to automate survey response processing, reducing manual review time by 20% and improving feedback analysis efficiency.
- Implemented comprehensive user event tracking on the Employee Service Center (ESC) using Appsee Analytics and custom event listeners, capturing user clicks across 20+ widgets to drive adoption and engagement analysis. Implemented RESTful APIs to relay click data from widgets to an analytics dashboard.
- Diagnosed and resolved critical production incidents across the NOW app and ServiceNow internal portal using log analysis and automated monitoring tools thus reducing the backlog by 20% and minimizing downtime.
- Collaborated with cross-functional teams of engineers and project managers to successfully deliver 10+ projects, ensuring on-time deployment to production. Conducted peer code reviews, pair programming, tech spikes, and AI-driven testing, improving code quality by 30% and reducing post-release bugs by 20%.
- Developed, configured, and tested RESTful APIs using Node.js and Express to enable seamless communication between microservices and widgets. Integrated event listeners into 20+ widgets to track high-traffic features across 10+ pages, optimizing performance and ensuring real-time synchronization.

SERVICENOW

Santa Clara, CA

Software Developer Intern

2021 - 2022

- Developed a detailed UI/UX style guide for front-end teams using Figma, standardizing iconography and imagery to ensure design consistency across platforms.
- Led UI/UX design reviews using Figma and collaborative workshops, refining design elements and reducing inconsistencies by 30%. Improved developer efficiency by 25%, accelerating the product release cycle.

PROJECTS

- **Cat's Cradle:** Designed and developed a React-based marketplace app for college students to buy/sell items and sublease apartments. Implemented Firebase for authentication (email, Google sign-in), real-time database operations, and cloud hosting. Conducted user research with 30+ testers, improving UI/UX based on feedback. Deployed via Firebase Hosting, reaching 50+ users within the first month.
- **MovieFlix:** Designed and developed a full-stack movie review application using React, Tailwind CSS, TypeScript, and PostgreSQL. Developed a secure JWT-based authentication system and built RESTful APIs using Node.js. Deployed via Netlify, enabling seamless user access and interaction. Optimized SEO for better visibility.

EDUCATION

NORTHWESTERN UNIVERSITY

Evanston, IL

Bachelor of Science: Major in Computer Science

2019 - 2023

Relevant Coursework: Data structures and Algorithms, Agile Software Development, Web Development

Activities: Dean's List (2 quarters), Teaching Assistant for CS130 (Web Development) and CS111 (Programming Fundamentals)

SKILLS AND CERTIFICATIONS

- Cloud and Platforms: Amazon Web Services (AWS), Firebase, Netlify, Vercel, CI/CD
- Frontend: HTML/CSS/ JavaScript (ES6+), React, Angular, TypeScript, Tailwind, Bootstrap
- Backend: Node.js, Express.js, RESTful APIs, GraphQL, JWT, PostgreSQL, MongoDB, Redis,
- Other: Testing (Jest, Selenium, Cypress), Git and Version Control, Agile SDLC, UI/UX design, SEO Optimization