Ashwath Suresh Hegde
SENIOR SOFTWARE ENGINEER

hegde.ashwath1@gmail.com
https://www.linkedin.com/in/hegde0209
+1 (669) 224 - 0723
Milpitas, CA - 95035, USA

Senior Software Developer with **8 years** of experience building **web applications** and **ServiceNow** solutions. Proficient in **full-stack** development, including **AngularJS** 1.x to **Angular** v18, **ReactJS**, **NodeJS**, and **ServiceNow Core** and **Service Portal** modules. Focused on creating efficient user interfaces and **integrating REST/SOAP** web services. Experienced in **leading** and **managing** complex projects with strong **communication** and a focus on data-driven **decision-making**.

Work Experience

SENIOR SOFTWARE APPS ENGINEER   Feb 2024 – Sep 2024
Yahoo Inc. | Mountain View, CA

- Spearheaded development to deployment on projects, like creating **AWS** resources and **Lambda** functions, saving 20% in infrastructure setup time, eliminating manual effort by automating daily sync of **AWS** and **GCP** metadata into **ServiceNow** using **CloudFormation** templates and **Java**.

- **Led** the project to build a crisis-related **BIA** portal in **ServiceNow** using **Service Portal**, from initial wireframe design to implementation and deployment, saving 60 hours quarterly by providing all necessary resources in a single platform.

- **Mentored** and guided the team through the full project lifecycle, from requirements gathering to successful deployment, resulting in a 15% improvement in project delivery timelines and increased team **performance**.

- Championed the adoption of **agile methodologies** across 4 teams, leading to a 30% increase in sprint velocity; facilitated daily stand-ups and retrospectives to enhance **collaboration** and accountability.

- Established a structured feedback loop with stakeholders during **ServiceNow upgrade** processes, which drove enhancements based on real-time user input; this initiative resulted in a 40% reduction in post-launch support tickets.

- Automated **ServiceNow's HR** notifications by integrating with the **Google Translate API** for **Internationalization**, increasing the system usage by 10%.

SOFTWARE APPS ENGINEER 2   May 2019 - Feb 2024
Yahoo Inc. | Mountain View, CA

- **Led** the end-to-end design, development to deploying on migrating from **ServiceNow's** old CMS to **Service Portal** by collaborating with cross-functional teams which increased user interaction with the **ServiceNow** platform by 25%.

- **Pioneered** the initiative to research, analyze, and implement ServiceNow's **Automated Test Framework (ATF)**, resulting in a 50% reduction in testing time during upgrades.

- Constructed advanced **modules** within ServiceNow using **Script Includes**, **Script Actions**, **Business Rules**, **Client Scripts**; drastically improved user efficiency for over 150 users, resulting in a 25% reduction in ticket resolution time across the organization.

- Engineered **bi-directional integrations** using **REST APIs** and ServiceNow's **Integration Hub spokes**, connecting 10+ systems including Jira, Slack, and Google Calendar; accelerated inter-system communication efficiency by 40% across teams.

- Optimized and coded new features with a **focus** on **efficiency**, **boosting** software **performance** by 20%.

SOFTWARE APPS ENGINEER 1   Feb 2017 - May 2019
Yahoo Inc. | Sunnyvale, CA

- **Championed** the design and implementation of the **ground-up** project such as **Change Management System** enabling users to create, track and monitor production releases leading to a 15% reduction in incidents.

- Engineered a comprehensive suite of features like Bulk On-Call, resulting in improved **user satisfaction scores**; these tools have become integral for over 100+ employees across the support and **Incident Management** teams.

- Innovated and deployed features for Bulk Upload of **hardware/mobile assets** and **nodes**, which contributed to a 50% reduction in time spent by **asset management** and **operations** team on tracking, allowing teams to focus on strategic initiatives.

- Made use of practical experience with **Agile Development** to streamline project workflow, resulting in timely delivery of all projects and also leading to a 20% improvement in **performance**.

SOFTWARE DEVELOPER INTERN Aug 2015 - May 2016

Egen Solutions Inc. Client : Blackboard Transact | Phoenix, AZ

- Designed, Developed and Implemented a new **Angular** based web application system by using **Web technologies** such as **HTML5**, **SASS**/CSS3, **AngularJS**, **NodeJS**, **ExpressJS**, **GruntJS**. The system automated student`s day to day activities within Blackboard, reducing manual tasks by 25% and increasing student engagement by 25%.

- Implemented advanced **JavaScript** and **AngularJS** frameworks for form validation and other interactive features such as **Localization** (**i10n**) and **Internalization** (**i18n**) of the web application, enhancing usability for non-native English speakers.

- Adopted an **integrated testing** framework combining **Karma** and **Jasmine**; this initiative not only doubled the test coverage but also facilitated a 15% decrease in time on manual testing efforts.

- **Collaborated** with cross-functional teams, translating intricate **business requirements** into functional specifications, ensuring seamless incorporation into **system design** prototypes and a 35% increase in successful solution implementations aligned with user needs.

Technical Skills & Other

- **Programming Languages:** Frontend web programming**,** Java, C, C++
- **Web Technologies:** HTML5, CSS3 (SASS & LESS), JavaScript, Typescript, jQuery, Bootstrap, Angular 1.x to v18, AJAX, ExpressJS, NodeJS, ReactJS
- **Database:** MySQL, SQLite, MongoDB
- **Version Control, Build & Log Tools:** Git, Grunt, Jenkins, Maven, Gradle, Screwdriver (CI/CD), Docker
- **Development/Software Tools**: ServiceNow, MS Project Professional, MS Visio Professional, Postman, Jira, IntelliJ IDEA, Visual Studio Code
- **ServiceNow Concepts:** ServiceNow Core, ITSM, Flow Designer/Integration Hub, Service Portal, Automated Test Framework (ATF), UI Pages and Stylesheets, UI Actions, UI Scripts, Business Rules, Client Scripts, Script Actions, Script Includes, UI Policies, UI Macros, Workflows, ACLs, Inbound Actions
- **Cloud Technologies:** AWS Lambda, CloudFormation, EventBridge, ECR, CloudWatch, EC2, IAM, API Gateway, S3, Key Management Service (Secrets Manager and Parameter Store)
- **Other:** Object-Oriented programming, Systems Design/architecture

Certifications

- Developing on AWS | Amazon Web Services (AWS) Jan 2024
- Fundamentals of AWS | Amazon Web Services (AWS) Oct 2023
- Service Portal Advanced (Development) | ServiceNow Oct 2019
- Server-side Development with NodeJS | Coursera Feb 2017
- Crafting Quality Code | Coursera May 2013

Education

Illinois Institute of Technology | Chicago, IL Dec 2016
Master of Science | Computer Science

Visvesvaraya Technological University | India Jul 2014
Bachelor of Engineering | Computer Science

Other Projects

Custom Slush bucket for ServiceNow's Service Portal Catalog Items
Revolutionized **list collector** feature in **ServiceNow** with an innovative **re-usable** approach, implementing a user-friendly design that facilitated multi-item selection on **catalog** forms using **AngularJS** and **Service Portal widgets**, positively impacting the user interaction by 11%.

Web Application for Restaurant Reservation System
Built an interactive **SPA** in **AngularJS** to make reservations at a restaurant., also making use of **HTML**, **SCSS**, **JavaScript**. Delivered backend support using **Java**, **MongoDB** and server-side scripting using **Node.js** and **ExpressJS**.

Link – State Routing Protocol (Dijkstra's Algorithm)
Devised a high-performance Java application for link – state routing protocol with graphical user interface using **Dijkstra's** Algorithm. Simulated the process of generating **routing tables** for each router in a given **network**, and also computes **optimal path**.