# Ashwath Suresh Hegde
## SENIOR SOFTWARE DEVELOPER

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Senior Software Developer with over **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**                                      Jan 2025 – Present
*Oracle America Inc. | Milpitas, CA (Remote)*

- Developing **AI-driven** Electronic Health Record (EHR) solutions to **modernize** healthcare **workflows** and enhance physician experiences.
- Building **responsive** and **intuitive web applications** using **HTML**, **CSS**, **TypeScript**, **React** and modern **JavaScript frameworks.**
- Deploying and managing **cloud-based applications** on **Oracle Cloud** and Kubernetes to ensure high availability and performance.
- **Leading** and **mentoring** junior developers while **collaborating** with **cross-functional teams** in an **agile** environment to deliver innovative healthcare **solutions.**
- Enhancing **AI-powered** capabilities within EHR systems to **optimize** clinical **decision-making** while ensuring **compliance** with healthcare industry standards through **secure** and **scalable** software solutions.

**SENIOR SOFTWARE APPS ENGINEER**                                      Mar 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**.
- **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 II**                                      Apr 2019 - Mar 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.

**SOFTWARE APPS ENGINEER I**                                      Feb 2017 - Apr 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 was automated by 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**; facilitating 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
- **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**.