

# Keerthana Kodaiarasu

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## EXPERIENCE

### Software Engineer

ServiceNow Inc.

Aug 2024 - present

Santa Clara, CA

- Developed and customized **ServiceNow Impact platform** features that enable customers to track outcomes, benchmark performance, and make data-driven decisions to accelerate digital transformation
- Designed and developed custom UI pages using ServiceNow **UI Builder**, creating responsive, data-driven experiences for Impact dashboards and reporting views, while integrating platform APIs, scripted data resources, and reusable components to support outcome tracking and insights delivery.
- Configured and enhanced multiple workflows, **Service Portal** UIs with AngularJS, Business Rules, Script Includes, and scheduled jobs to support Impact use cases for reporting, insights delivery, and multi-instance data consistency
- Implemented multi-instance data migration and synchronization, ensuring reliable insights across customer environments and supporting version upgrades
- Developed GenAI workflows using **Now Assist**, including prompt engineering, LLM evaluations, hallucination reduction by 70%, and automated staging-table ingestion to support AI feature validation and performance evaluation
- Enhanced internal automation tooling to improve Selenium reliability and reduced flaky tests by 80%
- Contributed to ServiceNow administration tasks, including software release build/deploy processes, Change Request implementations, upgrade/version handling, and production support.

### Software Engineering Intern

Hornblower Group

June 2023 - Dec 2023

Westlake Village, CA

- Developed 12+ end-to-end major features including Contract Management, Customer Account, and Ticket purchase flows for the Ticketing and Reservations platform using **React**, **Node.js**, and **AWS** services like **DynamoDB**, **AppSync**, **S3**
- Configured scalable **AWS AppSync** to meet the scaling demands of the system thereby eliminating limit restrictions on the number of **GraphQL APIs** to support continuous and seamless development operations and product flows
- Debugged and updated 21+ complex issues thereby ensuring smooth purchase flows and seamless full-stack data integration

### Software Engineer

Tata Consultancy Services

May 2019 - Aug 2021

Chennai, India

- 2+ years of **Full-stack** development experience in **Agile** project planning and delivery lifecycle management SaaS tool
- Collaborated with Product Managers and Market Research teams to brainstorm, design, and prototype 10 product features
- Designed and built 8+ major features and 12+ minor features using **Angular**, **Java Spring Boot**, and **PostgreSQL**
- Devised **RESTful API** to deliver key business functionalities as microservice;
- Experienced in **JSON**, **AJAX** web technologies and Test-Driven-Development (TDD)
- Spearheaded a major feature, leading software evaluations, **code reviews**, and driving the adoption of **unit testing**, making data-informed decisions resulting in a 50% reduction in backlogs with each sprint improving the User Interface/Experiences
- Maximized code performance by **SQL** query optimization and achieved improvement in application's performance by 25%
- On-boarded and mentored a 6-member team of junior developers, fostering a collaborative and cross-functional environment

## EDUCATION

### California State University - Sacramento

Master of Science in Computer Science | Sacramento, CA

Aug 2021 - Dec 2023

GPA: 3.81/4

### Anna University

Bachelor of Engineering in Computer Science and Engineering | Chennai, India

Aug 2015 - Apr 2019

GPA: 3.4/4

## SKILLS

**Programming:** Java, Python, JavaScript (ES6, Redux, Sagas), HTML/CSS, TypeScript, GraphQL, Shell Script

**Database:** SQL - MySQL, PostgreSQL; NoSQL - DynamoDB, MongoDB, Neo4j CQL

**Frameworks:** Angular, React, Node.js, RESTful API, Django, Flask, Spring Framework, Selenium Automation

**Tools/Platforms:** Version Control - Git, GitHub, SVN; IDE -VS Code, PyCharm, Eclipse

**Other:** Containerization - Docker; Cloud - AWS Lambda, AWS AppSync, S3

## PROJECTS

Visual Data Analysis for Job Matching using Knowledge Graphs | Python, D3.js, React, MongoDB

A Deep Learning Approach to Paraphrase Detection | Python, Tensorflow, Natural Language Processing (NLP)

Attention based Human Activity Recognition | Python, Signal processing, Machine Learning

Plant leaf diseases detection using Deep Learning Techniques | Python, Deep Learning, Keras

## ACCOLADES

**Certifications:** ServiceNow Certified System Administrator and Certified Application Developer

**Awards:** ServiceNow UTG Llama Award, 2025 Q2 - Awarded for exceptional performance, outstanding contributions, and taking ownership of complex technical areas