Keya Khandelwal

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Software Developer with 1+ years of full-stack development experience, specializing in scalable web applications, REST APIs, and algorithm optimization with proven results in reducing system through agile development practices.

WORK EXPERIENCE

Jul 2024-Present   Software Developer , Deloitte USI   Hyderabad
- Developed and optimized end-to-end HR Payroll case workflows in ServiceNow, automating case creation via Record Producers, Inbound Email Actions, and system triggers to reduce manual interventions by 80%.
- Configured and enhanced Employee Center portal for seamless employee access to payroll case submission, real-time case tracking, and knowledge articles, improving self-service adoption.
- Integrated Virtual Agent with Payroll workflows to handle common queries, automate case deflection, and guide employees through payroll-related issues, reducing live agent load.
- Applied ServiceNow Glide APIs for performance tuning, led code reviews, and conducted debugging to maintain scalable, reliable payroll and HR service delivery.

Jan 2024-May 2024 Winter Intern, Deloitte USI   Hyderabad
- Designed and configured ServiceNow ITSM modules (Incident, Change, Request) to automate enterprise-level workflows, improving scalability and reliability across support systems. Integrated backend logic and validation rules, which reduced ticket resolution time by optimizing process flows and minimizing manual intervention.
- Leveraged object-oriented programming (OOP) and modular scripting to build reusable components and maintainable code structures, enhancing system performance and enabling faster deployment cycles.

May 2023-Jul 2023 Summer Intern, Becton Dickenson   Bengaluru
- Developed a full-stack Flutter prototype app for capturing patient vitals and calculating medication dosages using clean architecture principles.
- Reduced manual dosing errors by 70% and halved dosage decision time through optimized algorithms and real-time calculations.Integrated patient historical data (200+ records) with backend logic to flag allergies and contraindications automatically.

EDUCATION AND PROJECTS

Bachelor of Engineering - Information Technology | Banasthali University | **CGPA** : 9.42   **2020-2024**

AI-Powered Virtual Assistant with Voice Chat Integration
Built a virtual assistant using Web Speech API and OpenAI GPT for voice-to-text and NLP. Integrated with ServiceNow via REST APIs to automate IT service ticket creation. Result: Reduced manual input and sped up case handling.
Tech: React.js, Node.js, Dialog Flow, ServiceNow API

YOLODonate : Interactive NGO
Developed a MERN app with MongoDB backend and React.js frontend. Integrated YOLOv5 (PyTorch) via a Python microservice for real-time donation item image recognition. Result: Improved item categorization and user experience.
Tech: React.js, Node.js, Express, MongoDB, YOLOv5 (PyTorch)

EduBridge : Education for all
Built a MERN stack app with MongoDB to deliver study materials and lectures. Integrated Google Speech-to-Text and AWS Translate for real-time transcription and multilingual support (Hindi, Marathi, Telugu, Tamil, Kannada).Result: Enhanced accessibility and language inclusivity.
Tech: React.js, Node.js, Express, MongoDB, Google Speech API, AWS Translate

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SKILLS

Programming Languages: C, C++, Python, Java,JavaScript, SQL
Web & App Development: HTML, CSS, React.js, Node.js, Flutter,REST API,Bootstrap
Tools & Platforms: ServiceNow, Git, Cloud(Azure),Adobe Suite, MS Excel
Concepts: OOP, DSA, DBMS, Operating Systems
Soft Skills: Agile methodologies, Communication, Teamwork

CERTIFICATIONS

- Microsoft Azure Certification
- Certified System Administrator (CSA) – ServiceNow
- Diploma in German Language: Achieved functional fluency and grammar proficiency.
- Safe Agile Certification