

LESTER CARDOZ

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SUMMARY

Innovative and dedicated Senior Software Engineer with extensive experience in software development, project leadership, and client engagement. Specialized expertise in full-stack development, system architecture design, and the implementation of efficient, scalable software solutions. Proven ability to lead development teams and leverage the latest technologies to achieve business objectives and deliver outstanding project outcomes.

EXPERIENCE

AJACKUS CONSULTING LLP, Mumbai, India

2020 - Present

Senior Software Engineer

- Led a team of 5 developers and handled 10 projects in the ServiceNow platform, focusing on multiple modules and enhancing system security and user authentication processes.
- Spearheaded continuous improvement initiatives, promoting best practices and new technologies to optimize project execution and outcomes.
- Collaborate with cross-functional teams to align technical solutions with business needs, ensuring high client satisfaction and solution relevance.
- Acted as a primary point of contact for clients, fostering strong relationships and effectively communicating project requirements, timelines, and deliverables between clients and the development team.

Software Engineer

- Developed and deployed full-stack web applications from the ground up, significantly enhancing system efficiency and user experience.
- Engineered dynamic user interfaces with features like interactive charts and data analytics, improving data interaction and visualizations.
- Authored robust backend solutions for API services and complex modules, reducing processing time by 90%.
- Implemented automated testing for both front and backend systems using GitHub Actions, and secured applications with AWS Amplify and AWS Cognito.

Associate Software Engineer

- Developed and delivered multiple projects, utilizing a variety of technologies, contributing to broad technical growth and expertise.
- Played a key role in a team that developed an interactive application featuring games and quizzes for the Bangladesh government, showcasing the ability to deliver engaging and functional content.

IMTAC (INDUSTRIAL MANAGEMENT TECHNOLOGY & CONTRACTING) LLC, Muscat, Oman

2018 - 2019

Intern, Dot Net Developer

- Designed and implemented a multi-tier software application using ASP.NET, C#, HTML/CSS, jQuery, and SQL Server, demonstrating early proficiency in software development and design principles.

MAJOR PROJECTS

SERVICENOW (July 2023 – Present)

- Spearheaded the ServiceNow development team, overseeing and training a group of 5 developers and handling 10 different projects. Focused on expanding expertise across various ServiceNow modules such as Vulnerability Response, Vendor Risk Management (VRM), Governance, Risk, and Compliance (GRC), Business Continuity Management (BCM), Service Order Management (SOM), and custom application development.
- Implemented essential ServiceNow features including Flow Designer, UI Builder, and Workspaces to optimize workflows and enhance user interfaces.
- Successfully integrated Single Sign-On (SSO) with Azure Active Directory (Azure AD), significantly improving system security and user accessibility.
- Initiated and led continuous improvement efforts within the team, adopting best practices to streamline processes and maintain alignment with the latest industry standards and technological advancements.

OPEX GENIE (June 2021 – July 2023)

- Pioneered full-stack development, designing and deploying a comprehensive web application architecture, enhancing system efficiency and user experience.
- Engineered a dynamic user interface, incorporating features such as data analytics and interactive charts.
- Developed robust backend solutions, including API services and complex billing and file processing modules, which reduced processing time by 90%.
- Automated front and backend testing via GitHub Actions and implemented secure authentication mechanisms using AWS Amplify and AWS Cognito, enhancing system security and data integrity.
- **Technologies:** Angular, Spring, PostgreSQL, Chart.js, Jasmine, JUnit, AWS Amplify, AWS Cognito.

SHEIKH HASINA & FRIENDS (December 2020 – May 2021)

- Developed and launched an interactive web application featuring customized games and quizzes for the Government of Bangladesh, significantly enhancing user engagement and retention.
- Integrated frontend solutions with StrapiCMS, optimizing content management processes and user experience.
- **Technologies:** Next.js, StrapiCMS.

SAFE TRAVEL BAROMETER (September 2020 – November 2020)

- Developed and maintained comprehensive administrative and customer-facing features, including advanced data handling and form management systems, which streamlined operations and enhanced user satisfaction.
- Implemented automated communication and notification systems, improving customer service responsiveness and operational efficiency.
- **Technologies:** Laravel, Laravel Backpack, Next.js, GraphQL, PostgreSQL, Image Intervention.

VOLUNTEERING

TRIBUS NON-PROFIT ORGANIZATION, Pune, India

2019 - 2020

Volunteer, Web Developer

- Implemented and deployed a website for a non-governmental organization using HTML/CSS, Bootstrap, JavaScript, and Google Cloud Services.

EDUCATION

LIVERPOOL JOHN MOORES UNIVERSITY, Liverpool, United Kingdom (2021-2023)

- Masters in Computer Science

SYMBIOSIS INSTITUTE OF TECHNOLOGY, Pune, India (2017-2020)

- Bachelor of Technology in Computer Science & Engineering, 6.31/10 CGPA
- Achievements –
 - Published a research paper titled "Bearing Fault Detection Using Comparative Analysis of Random Forest, ANN, and Autoencoder Methods" in the Springer Journal.
 - Won the Symbiosis International University Inter-Institute Football Tournament, Pune, India (2018)

SKILLS

PROGRAMMING TECHNOLOGIES

- **Languages:** Java, C#, JavaScript, Python, PHP, C++
- **Frameworks:** React, Next.js, Spring, Laravel, .NET, ServiceNow (VRM, GRC, BCM, SOM, UI Builder, Workspaces)
- **Web Development:** HTML, CSS/SASS
- **Tools & Platforms:** StrapiCMS, GraphQL, Docker, AWS (Amplify, Cognito), Google Cloud, SQL Server, PostgreSQL, MongoDB, MySQL

NON-TECHNICAL

- Communication, Teamwork, Leadership, Time Management, Problem Solving, Adaptability