

LESTER CARDOZ

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SUMMARY

Innovative and dedicated Technical Lead Manager with expertise in ServiceNow and full-stack development. Skilled in project analysis, resource planning, and mentoring teams to deliver high-impact projects across various domains. Adept at optimizing processes, developing dynamic UIs, and enhancing backend efficiency to achieve business objectives and deliver outstanding outcomes.

EXPERIENCE

AJACKUS CONSULTING LLP, Mumbai, India

2020 - Present

Technical Lead Manager

- Lead a team of 10+ developers in the ServiceNow division, managing 15+ projects across modules such as ITSM & ITOM (CMDB and Discovery).
- Conduct technical interviews to onboard the right talent for the ServiceNow team.
- Analyze projects, assign resources, and ensure smooth project execution.
- Unblock developers, conduct code reviews, and enforce best practices for critical stories.
- Act as a liaison between clients and the development team, ensuring alignment with goals and expectations.

Senior Software Engineer

- Managed a full-stack web application with a robust architecture involving Angular, Spring, AWS, and PostgreSQL.
- Designed dynamic UIs with interactive charts, reducing processing time by 90%.
- Transitioned into ServiceNow, implementing GRC, CSM, HRSD, and VR modules.
- Expanded the company's ServiceNow portfolio, contributing to multi-project management.
- Integrated Single Sign-On (SSO) with Azure AD to enhance system security.

Software Engineer

- Co-developed Tacnique, a Next.js and Airtable-based prototype evolved into a revenue-generating product.
- Authored scalable backend solutions and engineered interactive user interfaces.
- Implemented automated testing pipelines with GitHub Actions and secured apps using AWS services.

Associate Software Engineer

- Worked on multiple projects using technologies like Laravel and Next.js.
- Developed an educational web application for the Bangladesh Government, delivering impactful content.

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

2018 - 2019

Intern, Dot Net Developer

- Developed a housing management system using Visual Basic C# and Microsoft SQL Server, ensuring functionality and scalability.

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.

MAJOR PROJECTS

SERVICENOW (August 2023 – Current)

- Served as a technical lead manager, and managed 20+ projects across various ServiceNow modules, including ITSM, ITOM (CMDB, Discovery), GRC, and VRM.
- Designed and implemented workflows using Flow Designer, UI Builder, and Workspaces to enhance system efficiency.
- Integrated Single Sign-On (SSO) with Azure Active Directory (Azure AD), improving system security and user experience.
- Led a team of developers, conducted code reviews, and enforced best practices for critical stories.
- Played a pivotal role in expanding the company's ServiceNow capabilities to support multiple business domains.
- Modules: ITSM, SecOps, GRC, HRSD, ITOM, ITAM

OPEX GENIE (June 2022 – August 2023)

- Served as a full-stack developer, building the web application's foundation.
- Developed a dynamic user interface with multi-page navigation, data analysis features, and interactive charts.
- Engineered a robust backend with multiple APIs for bill analysis, extraction, file ingestion, and logical processing.
- Automated front-end and back-end testing using GitHub Actions, ensuring high-quality deployments.
- Secured the application with authentication mechanisms implemented via AWS Amplify, AWS Cognito, and Spring Security.
- Technologies: Angular, Spring, PostgreSQL, Chart.js, Jasmine, JUnit, AWS Amplify, AWS Cognito.

EDUCATION

LIVERPOOL JOHN MOORES UNIVERSITY, London, United Kingdom (2023-2024)

- 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++
- **ServiceNow Modules**: ITSM, ITOM, GRC, SecOps, HRSD, ITAM, IRM, Discovery
- **Frameworks**: React, Next.js, Spring, Laravel, .NET
- **Web Development**: HTML, CSS/SASS
- **Tools & Platforms**: StrapiCMS, GraphQL, Docker, AWS (Amplify, Cognito), Google Cloud, SQL Server, Postgres SQL, MongoDB, MySQL

NON-TECHNICAL

- Adaptive, Communication, Teamwork, Decision making, Time Management, Organization