

Milind Gokhale

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WORK EXPERIENCE

ServiceNow | Application Developer, San Jose, CA

July 2016 – Present

- Implementing customizations in *Vulnerability Response* and *Qualys Vulnerability Integration* applications in SecOps project.
- Working extensively on the *Transform Maps*, *Import Sets*, *REST APIs*, *Business Rules* and *Script Includes* to develop several customer requirements.
- Integrated *MultiProvider-SSO* Plugin into many ServiceNow instances to accomplish SSO using SAML based authentication with OKTA as IdP. Implementing various REST APIs and Webservices in SSO instances to incorporate many ServiceNow applications into ServiceNow Single Sign On.

UIITS - Indiana University Bloomington | Software Developer, Bloomington, IN

Feb 2015 – May 2016

- Designed and implemented IU Print Services website. Improvised analytics dashboard and interactivity in the website using .NET HighCharts API which boosted the website traffic and performance. ls.iu.edu, print.iu.edu
- Designed and implemented the IU Leveraged Services website from ground-up using .NET MVC and Partial/Dynamic forms.

Persistent Systems Inc | Software Engineering Intern, Dublin, OH

May 2015 – Aug 2015

- Implemented complete shopping cart functionality using triggers, Visualforce pages, Apex classes and custom salesforce objects.
- Orchestrated the team activities, communicated with remote client and managed the requirements in the role of product owner.

Amdocs | Senior Software Engineer, Pune, India

Jan 2010 – Aug 2014

- Designed Content Charge and Content Refund APIs for MetroPCS USA which increased revenues from content purchase transactions.
- Developed many Java APIs and Apache Axis web-services to accomplish successful merger of Virgin subscribers with Sprint.
- Improvised mass-activation processes and implemented bulk-recharge jobs in prepaid solution for Telkomsel Indonesia to achieve 100 million subscriber activations and recharges.

TECHNICAL SKILLS

- **Programming Languages:** JavaScript, Java, Python, C#, Apex programming, Scheme, Shell-Scripting
- **Web Dev:** ServicePortal, J2EE, web-services, REST, JSON, AJAX, Twitter-Bootstrap, CSS
- **Frameworks:** ServiceNow, Spring MVC, .NET MVC, Razor Charts, HighCharts, CAS auth, Salesforce.com
- **Tools:** GIT, Jira, OKTA, SOAPUI, (Agile) Scrum, Log4J, Weblogic, HP Quality Center, Excel

EDUCATION

Indiana University, Bloomington, IN, United States

Aug 2014 – May 2016

Master of Science in Computer Science | **GPA: 3.70/4.0**

University of Pune, Pune, India

Aug 2005 – May 2009

Bachelor of Engineering in Computer Engineering | **GPA: 3.42/4.0**

PROJECTS [github.com/milindhg]

Search: [Yelp Dataset Challenge](#)

[Lucene | MongoDB | Google gson | Java | Stanford POS Tagger]

- Predicted business category based on customer reviews and tips in Yelp Dataset. Applied POS tagging to the search queries consisting of reviews and tips to successfully increase precision by 10% and recall by 13%.

Salesforce: [Restaurant Management](#)

[Salesforce.com | Visualforce | Twitter-Bootstrap | JQuery]

- Built a system to allow easier management of restaurants with integrated features like order management, inventory management, reporting analytics and menu management which helped reduce the time-to-delivery and can be deployed across any type of chain.

Software Engineering: [Aloha Social Net](#)

[Spring MVC | MySQL | AJAX | CSS | HTML]

- Designed and implemented the end-to-end solution for Friends module consisting of features like friend requests, mutual friends, friend suggestions and dynamic search.

Design Patterns: [Newspaper feed App](#)

[Design Patterns | Spring MVC | AJAX | JQuery | MySQL]

- Implemented an interactive News feed application to manage editorial feeds using design patterns – Decorator, Factory, Proxy and Singleton.

HONORS AND AWARDS

- Selected from amongst all masters students in Indiana University Bloomington to attend highly acclaimed Velocity Conference 2016.
- Microsoft: Awarded first position by Microsoft for Best Project at Microsoft Azure Cloud Competition 2009-10.