

# Nafis Hoque

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## Technical Skills

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**Languages:** Java, Go, Python, JavaScript (ES6+), C++, HTML5, CSS3

**Frameworks & Competencies:** ServiceNow, React, Microservices, REST APIs

**DevOps & Tools:** Git, GitLab CI/CD, Docker, Kubernetes, Terraform

**Databases:** Azure, Postgres, MongoDB, MySQL, ServiceNow CMDB

**Methodologies:** Agile (SAFe), DevSecOps, ITIL

**Certifications:** AWS Solutions Architect – Associate, ServiceNow CSA, SAFe 5 Practitioner, SAS Programming 1

## Experience

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### Amdocs, Inc.

*Backend Software Engineer*

Oct 2021 – Present

*Alpharetta, GA*

- Engineered Java Spring Boot microservices for AT&T Gigapower fiber activation, automating IP allocation, routing updates, and device provisioning—reducing manual effort by 40%.
- Designed high-availability backend services with retry logic, structured logging, and fault-tolerant error handling, improving system reliability and reducing incidents.
- Developed RESTful APIs handling high-volume provisioning requests, enabling seamless integration between network systems, middleware, and ServiceNow.
- Migrated 100,000+ legacy Granite network assets into ServiceNow CMDB using Java/JavaScript automation, increasing configuration accuracy by 45%.
- Implemented ServiceNow backend logic (Business Rules, Script Includes, Flow Designer, Fix Scripts), automating provisioning, validation, and reconciliation workflows.
- Collaborated with QA, product owners, and platform teams to resolve environment inconsistencies, eliminate configuration drift, and introduce validation scripts—reducing release delays by 30%.
- Resolved 200+ Jira tickets involving distributed systems, APIs, and databases, maintaining a 95% on-time delivery rate.
- Partnered with network engineers to translate operational requirements into scalable backend features, improving end-to-end activation flow performance.

### JHMM Services, LLC

*Software Engineering Intern*

Jun 2020 – Aug 2020

*Atlanta, GA*

- Developed Java backend utilities to validate, transform, and process 10,000+ customer records daily, improving data accuracy and reducing manual corrections.
- Optimized backend data pipelines and validation logic, enhancing system stability during peak processing.

## Projects

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### Smart Home AI Automation Platform

*Go/Java, Cloud APIs, Event-Driven Systems, AI Optimization*

Aug 2024

- Built an AI-driven, cloud-based decision engine optimizing home climate control across multiple smart thermostat platforms.
- Leveraged weather forecasts, energy price prediction, and explainable logic to balance comfort, cost, and sustainability.

### Blockchain API Prototype

*Go, Java, REST APIs, Cloud*

Nov 2023

- Built and documented RESTful APIs simulating blockchain-based value transfer, enabling secure and scalable transactions.
- Designed integration tests and monitoring tools to validate reliability and performance.

## Education

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### Georgia State University

Bachelor of Science in Computer Science, Magna Cum Laude; President's List

Aug 2017 – May 2021

**Relevant Coursework:** Data Structures & Algorithms, Distributed Systems, Cloud Computing, Database Management, Software Engineering