Nafis Hoque

Backend / Full-Stack Software Developer

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Technical Skills

Languages: Java, Go, Python, JavaScript, C++
Platforms & Tools: ServiceNow, Git, GitLab CI/CD, Docker, Kubernetes, Terraform
Databases: PostgreSQL, MongoDB, MySQL, ServiceNow CMDB
Practices: Microservices, REST APIs, Agile (SAFe), DevSecOps, ITIL

Professional Experience

Amdocs Inc. — Alpharetta, GA
Backend Software Engineer — Oct 2021 – Present

- Develop backend microservices for AT&T Gigapower fiber activation, automating IP allocation and device provisioning and reducing manual effort by 40%.
- Design highly available backend services with retries, structured logging, and resilient error handling to improve reliability and reduce incidents.
- Build and maintain REST APIs processing high-volume provisioning traffic across network systems, middleware, and ServiceNow.
- Automate migration of 100K+ Granite network assets into ServiceNow CMDB using JavaScript, improving configuration accuracy by 45%.
- Implement ServiceNow backend logic (Business Rules, Script Includes, Flow Designer, Fix Scripts) to automate provisioning, validation, and reconciliation workflows.
- Partner with QA, product, and network engineering teams to resolve environment issues and reduce release delays by 30%.
- Resolve 200+ Jira tickets across distributed systems, APIs, and databases while maintaining roughly 95% on-time delivery.
- Collaborate with network engineers to turn operational needs into scalable backend features, improving end-to-end activation flow performance.
- **Cloud Systems Excellence Award — AT&T GigaPower Project** (Sep 2024)

JHMM Services LLC — Atlanta, GA
Software Engineering Intern — Jun 2020 – Aug 2020

- Developed Java backend utilities to validate, transform, and process over 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

Smart Home AI Automation Platform — Aug 2024
Go, Java, Cloud APIs, Event-Driven Systems

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

Blockchain API Prototype — Nov 2023
Go, Java, REST APIs

- Designed REST APIs simulating secure blockchain-based value transfers with integration testing and monitoring.

Education

Georgia State University — Atlanta, GA
Bachelor of Science in Computer Science, *Magna Cum Laude* — May 2021
Relevant Coursework: Data Structures, Distributed Systems, Cloud Computing, Databases

Certifications

AWS Solutions Architect – Associate
ServiceNow Certified System Administrator (CSA)
SAFe 5 Practitioner