

PRANJAL SRIVASTAVA

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SUMMARY

Full stack Software Developer with hands on experience across enterprise web apps, ServiceNow platform work, and data driven services. Build scalable APIs and modular UIs in Java/Spring Boot, .NET, and JavaScript/React; automate ITSM processes on ServiceNow (forms, flows, scripts); and integrate cloud backed solutions on AWS and Azure. Strong in SQL design and reporting (SSRS/Power BI), CI enabled quality (tests, code reviews, linting), and change controlled releases with documentation and runbooks. Comfortable switching contexts between feature delivery, integration work, and operational support, and partnering with stakeholders in Agile teams to land reliable, secure, and usable software.

CORE SKILLS

Languages & Frameworks: Java, Spring Boot, C#, .NET, Python, JavaScript, TypeScript, C/C++, React basics, Glide APIs

ServiceNow: App Engine Studio, Form Designer, tables/dictionary, views/related lists, client scripts, UI policies/actions, Script Includes, business rules, Flow Designer, ATF basics

Web & APIs: HTML, CSS, responsive UI, accessibility, REST APIs, JSON/XML, Swagger/OpenAPI, input validation, error handling

Data & SQL: SQL Server, PostgreSQL; schema design basics, indexing, query tuning; reporting with SSRS, Power BI, Crystal basics

Cloud & DevOps: AWS and Azure basics, IIS, Docker, Git, GitHub Actions/Jenkins, environment configs and secrets management

Quality & Process: unit/integration tests (JUnit/Mockito/PyTest), debugging, regression checklists, code reviews, Agile/Scrum (Jira)

Security & Governance: RBAC, audit logging, least privilege, change control, documentation and runbooks

EXPERIENCE

Tinker Tech Logix — *Software Developer*

Apr 2024 - Aug 2025

- Built features for internal apps using Java/Spring Boot and .NET APIs with React views; documented endpoints with Swagger/OpenAPI.
- Designed RESTful APIs (CRUD, auth, pagination) and integrated third party services; added guard clauses and structured error responses.
- Wrote unit and integration tests (JUnit/Mockito and PyTest for scripts); monitored CI results and resolved regressions quickly.
- Optimized SQL schemas and queries; tuned indexes and caching to reduce response times for high volume screens.
- Containerized services with Docker and set up basic CI/CD (GitHub Actions); documented run and build steps for contributors.
- Delivered ERP style modules (Admissions, Fees, Attendance, Exams, Results) with RBAC, validations, audit logging, and exam workflow automation (CBCS).
- ServiceNow: built forms and catalog items with client scripts, UI policies, and business rules; structured views/related lists and Flow Designer notifications.
- Collaborated in Agile ceremonies; used Git PRs and code reviews to maintain standards; prepared release notes and rollout/rollback steps.

ECS — *Intern, Cloud Server & Data Management*

May 2019 - Aug 2019

- Assisted with installs, configuration, and upgrades for server hosted applications; validated checklists and documented results.
- Contributed to backup and restore procedures and verified integrity during drills to minimize potential data loss.
- Created simple scripts for system and network checks (IP, DNS, ports) to speed cutovers and troubleshooting; improved runbooks and asset records.

PROJECTS

Dog Adoption Portal - ServiceNow App Engine

- Service Portal for dog profiles and adoption requests with form level validations and role based visibility.
- Custom tables and relationships; Record Producers, reference fields, and choice lists for accurate intake.
- Automated notifications and status tracking with Flow Designer; UI Policies for responsive behavior.

Helpdesk Ticketing App - ServiceNow (ITSM)

- Submission, categorization, and resolution tracking with organized tables (Tickets, Departments, Technicians).
- Auto assignment via Business Rules and Flows; notifications for updates and resolutions; dashboard summaries for SLA visibility.

Heart Failure Detection Using ECG Signals - Python ML

- Signal processing and ML pipeline to identify arrhythmias indicating risk; addressed class imbalance and false positives.
- Neural network classifier with documented evaluation and reproducible procedures.

Detection of DDoS Attacks on SDN Networks - Mininet / RYU / Python

- Built SDN topology with Mininet and RYU; generated normal and DDoS traffic (iperf and hping3).
- Collected controller logs and built analyzers; raised alarms and documented test procedures for repeatability.

Optimizations in Databases via Data Structures and Algorithms

- Schema and index choices driven by access patterns; embedded specialized data structures to accelerate CRUD.
- Tailored algorithms for storage and retrieval paths; measured impacts on latency and complexity.

EDUCATION

Texas A&M; University-Corpus Christi — M.S., Computer Science

2022 - 2023

SRM Institute of Science and Technology — B.Tech., Computer Science

2017 - 2021

CERTIFICATIONS

- Programming in Python for Everyone
- Learn C++ Programming - Beginner to Advance - Deep Dive in C++
- Complete ServiceNow Developer Course
- micro1 - Certified Software Engineer (AI Interview), Sep 2025
- ChatGPT Prompt Engineering for Developers

EXTRA CURRICULAR

Scheduler, International Student Organization (ISO) — Texas A&M; University-Corpus Christi

- Planned and maintained the ISO master calendar; handled room bookings and university approvals.
- Coordinated end to end event logistics (venue, AV, catering, permits/risk forms); created run of show and contingency plans.
- Recruited, scheduled, and led volunteer teams; defined roles and SOP checklists for smooth execution.
- Negotiated with campus/external vendors; ensured on time delivery and policy compliance.
- Drove email/social promotions (Canva/Instagram); tracked RSVPs/feedback to refine programming and increase attendance.