ROHIT CHAKRABORTY

✉ rohit.chakraborty@servicenow.com 📱 +91 9862823573
in linkedin.com/in/rohchakr 🌐 rohchakr.github.io

EXPERIENCE

Senior Software Engineer | ServiceNow

📍 Hyderabad, India 📅 March, 2024 – Present

- Designed and implemented backend APIs to transfer data from one hierarchical entity to another in a secure and performant way across Sales and Order Management entities.
- Drove wider initiatives related to proactive security fixes for different product areas under Customer and Industry Workflows.
- Fixed critical high priority customer issues and performance defects.

Software Engineer | ServiceNow

📍 Hyderabad, India 📅 March, 2021 – March, 2024

- Designed and implemented the data model and access patterns for CSM responsibility framework which enables customer-service managers to provide a user access to CSM entities by assigning proper responsibilities to that user.
- Designed and implemented end-to-end workflows to onboard staffs to business locations with each staff playing different responsibilities across different locations.
- Fixed critical customer issues and performance defects.
- Performed track master activities to take care of source code merges from CSM development branch to master branch.

Applications Developer | Oracle

📍 Hyderabad, India 📅 July, 2018 – March, 2021

- Developed efficient and responsive advanced Data Visualizations for Oracle Construction Intelligence Cloud, working closely with the strategy team.
- Reduced 75% page load time after 'save' action, and implemented real-time status monitoring of the ETL tasks.
- Optimized data replication pipeline with a single Oracle GoldenGate Remote Manager node in place of separate source-side and target-side nodes, leading to 20% less memory usage.
- Collaborated with on-shore DevOps team of 4 members for the development of docker images for Oracle Primavera Analytics product and its deployment in Oracle Cloud Infrastructure leading to 30% cost savings in FY19-20.

EDUCATION

🎓 B.Tech | National Institute of Technology, Agartala

🏅 CGPA: 9.20 📍 Agartala, India 📅 July, 2014 – June, 2018

📖 Computer Science & Engineering

RESEARCH PUBLICATION

Computational Intelligence in Data Mining – Springer 📅 18 August, 2019

Advances in Intelligent Systems and Computing book series (AISC, volume 990)

Finding Correlation Between Twitter Influence Metrics and Centrality Measures for Detection of Influential Users

Authors: Kunal Chakma, Rohit Chakraborty, Shubhanshu Kumar Singh

🌐 https://link.springer.com/chapter/10.1007/978-981-13-8676-3_5

MISCELLANEOUS

- Received ServiceNow Product Engineering UTG Llama Award in Q3 FY22-23 and Q3 FY24-25 for my contributions.
- Achieved Security Journey Green Belt for finding and fixing security vulnerabilities.
- Worked as a sub-reviewer for International Conference on Computational Intelligence, Security & Internet of Things (ICCISIoT), 2019