SHUBHAM SONI
ServiceNow AI/ML Engineer

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PROFESSIONAL SUMMARY

Certified ServiceNow AI/ML Developer with 3.6+ years of experience delivering enterprise-grade automation for 1,000+ global users and Fortune 500 clients. Specialized in architecting AI-powered Virtual Agents, Predictive Intelligence models, and ChatGPT-integrated workflows—enabling 40%+ L1 task offloading and 30% incident backlog reduction. Proven expertise in building upgrade-safe, scalable automation aligned with ITIL and business goals.

PROFESSIONAL EXPERIENCE

Volkswagen Group Technology Solutions India   **Apr 2024 – Present**
Software Engineer   *Bangalore, Karnataka*

- Developed enterprise-grade Virtual Agent with advanced NLU tuning and fallback logic—achieved **80%+ intent accuracy**, enabling **40% L1 deflection** for 1,000+ users.
- Integrated **ChatGPT APIs** to auto-enrich knowledge metadata, boosting **AI Search effectiveness by 30%** and improving content discoverability across support teams.
- Engineered AI-based **incident auto-classification and routing**, driving **40% auto-resolution** across 20K+ monthly tickets, significantly reducing L1/L2 workload.
- Implemented **Predictive Intelligence models** to identify knowledge gaps and recommend next-best-actions—reducing **MTTR by 30%** in critical categories.

Infosys Limited   **Feb 2022 – Apr 2024**
Senior Systems Associate   *Bangalore, Karnataka*

- Automated enterprise ITSM workflows using Flow Designer and rule-based logic, cutting **incident backlog by 25%** for a 5,000+ user base.
- Designed a **reusable REST API integration framework** with structured logging and error handling—accelerated partner system integration.
- Built real-time **Performance Analytics dashboards** to monitor SLA/KPIs—led to **15% improvement in SLA adherence** across 3 business units.
- Led platform optimization initiatives aligned with ITIL; mentored 3+ developers—achieved **20% reduction in change failure rate** through process standardization.

TECHNICAL SKILLS

AI/ML & Intelligent Automation: Virtual Agent, Predictive Intelligence, NLU Tuning, ChatGPT Integration, AI Search, Now Assist
Platform & Development: GlideScript/JavaScript, Flow Designer, Integration Hub, Performance Analytics
Enterprise ITSM & Automation: Incident, Change, Request, Knowledge, SLA/OLA, Workflow Optimization
API Integration & Data Engineering: REST/SOAP APIs, MID Server, LDAP, ETL Pipelines, Snowflake, Matillion
Delivery Excellence: Fortune 500 Scale, Reusability Design, Stakeholder Collaboration

PROJECTS & AWARDS

ScaniaHack 2025: Led cross-functional initiative, developing production-ready Label Deviation Detection system—achieved 20% cost reduction through automated shipment accuracy improvements.   View Badge

Innovation Award: Recognized by Executive Director & COO for pioneering AI/ML innovations delivering 40% L1 task reduction and 30% incident resolution improvement across enterprise systems.   View Award

CERTIFICATIONS

Certified Implementation Specialist (CIS - ITSM)   View Badge
Certified Application Developer (CAD)   View Badge
Professional Certification (ITSM Suite)   View Badge

EDUCATION

Vinoba Bhave University   **2018 – 2021**
Bachelor of Computer Applications (BCA)   *CGPA: 8.4/10*