

VISHAL MAHESH KUMAR

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PROFILE

Engineering professional with 3 years of experience in software development, product architecture, and stakeholder management within a global product-company environment, collaborating with customers, external technology partners, and a dedicated technical support team. Expertise in ServiceNow, Golang, system design, working in an international team with professionals from the US, Europe, and Australia. Currently pursuing a Master of Engineering Management (MME-TIME) at RWTH Aachen University, Germany. Passionate about leveraging technology for strategic decision-making, product management, and engineering leadership.

EDUCATION

RWTH Aachen University- Business School, Germany | October 2025 – March 2027

M.Sc. Management & Engineering in Technology, Innovation, Marketing & Entrepreneurship | Full-time

(Data Analysis, Strategic Management, Marketing Management, Innovation Management & Leadership, Qualitative Research Methods)

RV College of Engineering, Bangalore, India | August 2018- August 2022

Bachelor of Engineering (B.E.) – Electronics and Telecommunication Engineering

CERTIFICATIONS

- ServiceNow Certified System Administrator (CSA) - Professional Exam
 - ServiceNow Certified Application Developer (CAD) - Professional Exam
 - Google - Foundations of Project Management (Coursera)
 - Go: The Complete Developer's Guide (Udemy)
 - Vector Database Fundamentals- A.I (Udemy)
 - Introduction to Embedded System Design (NPTEL)
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LANGUAGES : ENGLISH- PROFESSIONAL LEVEL | GERMAN- STARTING | HINDI- INTERMEDIATE | KANNADA - PROFESSIONAL LEVEL

TECHNICAL & MANAGEMENT SKILLS

- **Tools & Platforms:** JIRA, Confluence, Microsoft office tools
 - **Software Development & Architecture:** ServiceNow, Golang, C++, Software System design,
 - **Product Management & Leadership:** Agile Scrum, Stakeholder Coordination, Customer Interactions
 - **Enterprise Solutions & Integrations:** REST APIs, GraphQL, IT Asset Management (ITAM), CMDB
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PROFESSIONAL EXPERIENCE | 3+ YEARS

Flexera Software (American Computer Software Product Company) | September 2022 - September 2025

Software Development Engineer (R&D - Engineering) | Promoted | April 2023- September 2025

- Worked extensively on “FlexeraOne” and “Flexera Integration” ServiceNow scoped applications. Integration applications with Flexera FNMS(FlexNet Manager Suit), DataPlatform and ITV (IT Visibility).
- **Redesigned product architecture (70% transformation)** to optimize system efficiency by Migrating **ETL functionalities** from ServiceNow to AWS and developed **SMART API to reduce customer load**, enhancing performance by **60%** at customer end.
- Experience with ServiceNow **CMDB Data Normalization**, Robust Transform Engine, Transform Maps, REST API
- Built Prototypes with **GraphQL**, **Model Context Protocol (MCP)** using **OpenAI API** to run existing Software Applications.
- Trained the technical support team on technology aspects, interacted with customers and service providers to monitor deliverables, troubleshooting **complex technical challenges** and ensuring customer success.

Associate Software Engineer (September 2022 – April 2023)

- Worked on **Flexera SaaS Manager** at the start of the role, conducting **API research and integration**.
- **Recognized with a Professionalism Badge** for outstanding research and collaboration efforts.
- Assisted in developing and maintaining **SAAS application** | MongoDB, PostgreSQL, AWS S3 bucket, CloudWatch.
- Supported **cross-functional teams** by handling technical escalations and debugging critical issues.

Deevia Software India Pvt Ltd | March 2022 - August 2022

Software Engineer Intern

- Developed **image processing software** for oil rigs using **Python, C++, and OpenCV**.
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PROJECTS

Ashwa Racing – Student Technical Research Club (2018 - 2022) | Formula Student club

- **Technical Role:** Designed **Vehicle Control Unit (VCU)** and **Data Acquisition System (DAQ)** for Formula Student Hybrid Vehicles. Implemented **Texas Instruments CC1390 wireless MCU** for real-time data transmission.
- **Managerial Role:** The **Electrical & Testing Subsystem**, managing a cross-functional team, recruiting and training juniors.
- **Achievements:** Secured **1st place at Formula Hybrid 2021 (USA)** under IEEE & Formula Student.

WIRIN - Indian Institute of Science (IISc) | Project Intern

- Developed a **Distrionic System for Driver Assistance** for a driverless car.
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ACHIEVEMENTS & COMPETITIONS

- **Formula Hybrid 2021 (USA)** – 1st Place (Hybrid Category)
 - **Formula Bharat (India)** – Participated in the **Combustion Category**
 - **Research in IoT:** Developed sensor data collection & cloud analysis system using **ATmega328p, ESP8266, and Thingspeak Cloud**.
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EXTRACURRICULAR & INTERESTS

- Part of **Enactus Aachen e.v Innovation team, Germany**.
- Completed **400 hours of community work**, including helping underprivileged children and supporting schools in remote areas.
- Passionate about **technology-driven problem solving, leadership, and strategic decision-making**.