

# 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)

**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

## 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.

## 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.

## 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.

## 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.