# Halder A

Lead Software Engineer, 6+ years experience
Bengaluru, India
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With 6+ years of experience in ServiceNow development, I have developed a strong proficiency in designing and implementing solutions using the ServiceNow platform. Along with hands-on expertise in Servicenow , I also possess strong skills in HTML, CSS, Angular, Python, and JavaScript and Machine learning. My technical versatility allows me to contribute to various aspects of web development and automation, making me a well-rounded professional.I have successfully delivered various projects, collaborating with cross-functional teams to optimize workflows, automate processes, and enhance user experience. I have been fortunate enough to receive multiple awards for my exemplary work and have also been featured on the company's website for my contributions to the organization.

**INDUSTRIES:** Finance

## TECHNICAL SKILLS

| | |
|---|---|
| • JavaScript | 6 years & 2 months |
| • HTML & CSS | 6 years |
| • Servicenow Development | 6 years |
| • Machine Learning | 3 years & 5 months |
| • Angular | 2 years |

## SOFT SKILLS

Team Player, Proactive, Presentation Skills

## PROJECT DETAILS

• Data Synchronizer

Project Description: • This application is used to synchronize data across ServiceNow instances. Notable features include configurable field mappings between instances, asynchronous data transfer through event triggers to minimize system load, sys_id integrity during data transmission and de-duplication mechanism. Future roadmap includes pursuing a patent for the data synchronizer tool, showcasing innovative features and functionalities integrated into the application. Techstack: Rest API, JavaScript, ServiceNow, Angular, UI/UX Design

Responsibilities: Engineered the application end to end. Key features include the generation of customizable field mappings between any two instances. Developed Asynchronous data transfer via event triggers reduces system overhead.Ensures sys_id integrity during data transfer to the target instance. • Incorporated a deduplication mechanism for maintaining data quality, and administrators can preview sample data on the source instance to make informed decisions about data transition. Also ,patent filing is in progress.

Technologies: Rest API,JavaScript,Servicenow,Angular,UI/UX Design

Industry: Finance

• ITSM PRO

Project Description: Servicenow provides AI/ML capabilities known as ITSM Pro. End-end implementation and evaluation of Servicenow's AI capabilities.

Responsibilities: Led the integration of ServiceNow's Machine Learning capabilities.Extracting the data,creating models for different use cases. And evaluating the results.

Technologies: Machine Learning,Servicenow

Industry: Finance

## EMPLOYMENT HISTORY

• Lead Software Engineer

Description: Responsible for architecting, developing and deploying business critical applications. Maintained stability & integrity of platform throughout key business processes like upgrades. Automated processes to reduce manual effort. Developed integrations with external resources including public cloud vendors. Designed intuitive user interfaces driven user experience to next level. Actively engaged with customers in both technical and business settings to understand their needs and requirements. Served as Scrum master and facilitated AGILE ceremonies. Created in house Machine learning models for operations teams and evaluated ServiceNow’s AI capabilities. Mentored multiple associates on JavaScript,Machine Learning and UI development

• Infra Developer December-2017 - March-2020

Cognizant Technology Solutions

Description: Served as an automation developer in a shared services environment spanning multiple customers. Leveraged PowerShell to automate manual processes and developed a generic server patching tool for Windows environment. Managed and maintained critical customer infrastructure. Experienced in handling high volume of incidents and service requests seamlessly.

## EDUCATION

• Bachelors degree in Computer Science from Maulana Abul Kalam Azad University of Technology, Kolkata 2013 - 2017

## LANGUAGES

• English - advanced

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