

# Milind Gokhale

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## WORK EXPERIENCE

**ServiceNow | Application Developer**, San Jose, CA

**2016 – Present**

- Working extensively on ServiceNow tools like *Transform Maps*, *Import Sets*, *REST APIs*, *Business Rules* and *Script Includes* to develop several customer requirements in *Surf team*.
- **ServiceNow SSO**: Integrated *MultiProvider-SSO* Plugin into ServiceNow instances. This helped accomplish SSO using SAML based authentication with OKTA as IdP. Implementing various REST APIs and Webservices in SSO instances to incorporate ServiceNow applications into ServiceNow Single Sign On.
- Responsible for customization of multiple products in ServiceNow including *Vulnerability Response*, *Qualys Vulnerability Integration*, *IT Timesheets*, *Application Portfolio Management*, *Amazon IoT Integration*.
- Mentoring interns and new team members to help them learn and understand the ServiceNow platform and the products used in Surf.

**UIITS - Indiana University Bloomington | Software Developer**, Bloomington, IN

**2015 – 2016**

- Designed and implemented IU Print Services website. Improvised analytics dashboard and interactivity in the website using .NET HighCharts API which boosted the website traffic. - [ls.iu.edu](https://ls.iu.edu), [print.iu.edu](https://print.iu.edu)
- Designed and implemented the IU Leveraged Services website from ground-up using .NET MVC and Bootstrap.

**Persistent Systems Inc | Software Engineering Intern**, Dublin, OH

**2015 – 2015**

- Implemented complete shopping cart functionality using Salesforce artifacts like *triggers*, *Visualforce pages*, *Apex classes* and *custom salesforce objects*. The shopping cart was developed as part of a Restaurant Management product developed in Persistent Systems.
- Orchestrated the team activities, communicated with remote client and managed the requirements in the role of product owner.

**Amdocs | Senior Software Engineer**, Pune, India

**2010 – 2014**

- Primary developer in the *Recharges* module of the Amdocs billing product *Enabler*.
- Developed Java APIs and Apache Axis web-services to accomplish successful merger of *Virgin Mobile* subscribers with Sprint.
- Improvised mass-activation processes and implemented bulk-recharge jobs in prepaid solution for Telkomsel Indonesia. This helped achieve 100 million subscriber activations.

## TECHNICAL SKILLS

- **Programming Languages**: JavaScript, Java, Python, C#, Apex programming, Shell-Scripting
- **Web Dev**: ServicePortal, J2EE, web-services, REST, JSON, AJAX, Twitter-Bootstrap, CSS
- **Frameworks**: ServiceNow, Spring MVC, .NET MVC, Razor Charts, HighCharts, CAS auth, Salesforce.com
- **Tools**: GIT, Jira, OKTA, SOAPUI, (Agile) Scrum, Log4J, Weblogic, HP Quality Center, Excel

## EDUCATION

**Indiana University**, Bloomington, IN, United States

**2014 – 2016**

Master of Science in Computer Science

**University of Pune**, Pune, India

**2005 – 2009**

Bachelor of Engineering in Computer Engineering

## PROJECTS [[github.com/milindhg](https://github.com/milindhg)]

**Amazon AWS IoT:**

[Javascript | ServiceNow LDAP plugin]

- Designing architecture for an innovative solution to use Amazon IoT button to achieve automation tasks in ServiceNow.
- Working on Amazon AWS Lambda functions to integrate Amazon AWS with ServiceNow instance.
- Developing Scripted API in ServiceNow instance to call invoke record producers. Using record producers, the end functionality like incident creation will remain configurable in ServiceNow.

**Search:** [Yelp Dataset Challenge](#)

[Lucene | MongoDB | Google gson | Java | Stanford POS Tagger]

- Predicted business category based on customer reviews and tips in Yelp Dataset. Applied POS tagging to the search queries consisting of reviews and tips to successfully increase precision by 10% and recall by 13%.

## HONORS AND AWARDS

- Selected from amongst all masters students in Indiana University Bloomington to attend highly acclaimed Velocity Conference 2016.
- Microsoft: Awarded first position by Microsoft for Best Project at Microsoft Azure Cloud Competition 2009-10.