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| Farhana Chowdhury is a full-stack developer with proven success in cloud platforms like ServiceNow.She is comfortable in all aspects of commercial software development, from requirement specification, design, and architecting to implementation and testing. She has a solid understanding of software engineering processes and lifecycle and knows how to produce quality software. Farhana has also led a team of 5 engineers for migration of Fitbit Services platform to Google’s platform post Fitbit acquisition. Industries & CLIENTS  * IT Service Management * Cloud Platform Development * Performance Monitoring * Distributed Computing * ServiceNiow Solution  activities and interests  * Writing * Hiking * Reading |

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## **RELEVANT SKILLS**

* Cloud Platform development
* Front-end development
* Performance monitoring
* Java
* Typescript
* Angular, React
* Prometheus monitoring

## **RELEVANT EXPERIENCE:**

* **SWE Team Lead –** Developed an end-to-end Now-on-Now solution for Security, Compliance and GRC team.
* **Fitbit Services Platform, Google** – Led a team of five engineers for migration of Fitbit Services platform to Google’s platform post Fitbit acquisition. Responsible for managing backlog, working on issues ranging from performance optimization and monitoring. As a lead, also participated in code reviews, test, reviews, 1:1s and QBRs.
* **Sr. Software Engineer, ServiceNow** – As a Sr. Software engineer at ServiceNow, led multiple projects ranging from a reporting portal for Multi Service Provider (MSP), virtual agent for ITSM and Service Portfolio management. In the Security team, served as the POC for all incoming customer issues targeted to the team.
* **Sr. ITSM Developer, ServiceNow** – At the ITSM team, designed, prototyped and developed the new ITSM Core. Served as a POC for customer issues and utilized vast knowledge about the platform. Mentored junior team members, participated in code reviews, design discussions, wireframing UI mockups, developing and testing.
* **Platform Developer, ServiceNow** – Owned the conversion path of ServiceNow Express to Enterprise which was a high impact and high visibility project in terms of Engineering team and Express customers.
* **Application Developer, ServiceNow** – Owned Transfer Order Management for Field Service Management (FSM) plugin for ServiceNow. Designed, developed, tested and demonstrated full solution for Transfer Order Management

## **EDUCATION**

#### **San Diego State University, San Diego, CA**

M. Sc. Computer Science