

ROHIT JAIN

Staff Software Engineer | Backend, Platform, Applied AI

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Open to remote work and relocation.

SUMMARY

Staff engineer, 14 years building backend and platform systems across enterprise SaaS, HR tech, travel, and capital markets. Six years at ServiceNow, promoted to Staff in 2022. Recent work: Knowledge Atlas, a generative AI content review platform; a content tagging service built on embeddings and FAISS; and the backend for the Best Practices Library. Takes designs through the architecture review board and leads delivery from requirements to monitoring. Java and Python, on Kubernetes, GCP, and Azure.

EXPERIENCE

ServiceNow | Hyderabad

Staff Software Engineer | Aug 2022 - Present

Senior Application Developer | Jun 2020 - Aug 2022

- Designed **Knowledge Atlas**, the **content tagging service**, **Localization as a Service**, and **RAG-based search for Now Support**, and presented each design at the architecture review board.
- **Knowledge Atlas**: a central repository that consolidates articles from three content sources, with a review workflow where generative AI identifies issues in published articles and routes them to content writers to fix.
- **Content tagging service**: tags each article with the products and services it covers, using embeddings and FAISS for matching.
- **Localization as a Service**: a self-serve translation pipeline for internal applications, replacing a manual vendor handoff.
- **Now Support search**: retrieval-augmented search over support content, combining embeddings-based retrieval with an LLM to generate grounded answers instead of just returning matching articles.
- Led the team that delivered the **Best Practices Library** and built its **backend services**, owning the service design, API surface, and database schema, with **Cloudflare caching** in front.
- Ran delivery for all three with a team of five, from requirements through design, development, deployment on **AKS**, and monitoring, including running the team's scrum and reporting into scrum of scrums.
- Added **generative AI to the internal Code Scanner** so it proposes and applies fixes for static-analysis findings instead of only reporting them.
- Designed and built the **feedback management platform** (collection, storage, routing, and analytics, with data retention and access control designed in), and replaced manual triage with an **AI agent** that classifies and routes incoming feedback.
- **Security champion**: ran threat modelling and drove SAST adoption across the team's services.

PeopleStrong | Gurugram

Technology Lead | Jul 2019 - Jun 2020

Senior Software Engineer | Sep 2016 - Jul 2019

- Led five engineers across development and QA to build **Alt Builder** from scratch: a configurable application builder used to stand up client-specific HR applications without writing per-client code. Deployed on **Kubernetes**.
- Built the **dynamic field framework** in Angular behind it, which drives form and UI configuration at runtime.

MakeMyTrip | Gurugram

Senior Software Engineer | Sep 2014 - Sep 2016

- Rewrote the **hotel discounting engine** as a rule-driven campaign system, so marketing could launch and change promotions without an engineering release.
- Integrated third-party supply and analytics services into the hotel booking flow, including user tracking.
- Built a **Go proof of concept** to evaluate it against the existing stack, chosen for its performance.

Sapient Global Markets | Bangalore

Associate Technology L1 | Jul 2012 - Aug 2014

- Built and maintained an **equity trade lifecycle application** for global investment-banking clients, covering trade capture through to settlement.

PROJECTS

ITRFA.in

Tax filing tool for Indian residents holding foreign equity (RSU and ESPP). Built and shipped solo, and running in production with paying users.

- Statement parsers for **eight brokers** (Fidelity, Schwab, E*TRADE, Interactive Brokers, Morgan Stanley, Shareworks, Vested, NetBenefits), normalising different CSV, PDF, and XLSX layouts into one lot-level model.
- **Python and FastAPI on GCP Cloud Run** with Firestore, Cloud Storage, and GitHub Actions. Claude and Gemini for extraction from broker PDFs that ship no machine-readable format.

TECHNICAL SKILLS

Languages: Java, Python, JavaScript, SQL, Go (working knowledge)

Backend: Spring Boot, FastAPI, Kafka, REST, microservices, distributed systems

Frontend: Angular, JavaScript

Data: PostgreSQL, MySQL, Redis, Firestore, FAISS

Cloud and infra: Kubernetes (AKS), Docker, GCP (Cloud Run, Firestore, Cloud Storage, Cloud Scheduler), Azure, AWS (Bedrock, Lambda), Cloudflare, GitHub Actions

AI: LLM application work with Claude and Gemini, AI agents, retrieval-augmented generation (RAG), embeddings and vector search with FAISS, document extraction, evaluation harnesses

Security: Threat modelling, SAST, secure design review

EDUCATION

B.E., Computer Engineering | Delhi College of Engineering (now Delhi Technological University) | 2008 - 2012

CERTIFICATIONS

- TOGAF 9, Level 1 and Level 2
- Artificial Intelligence and Machine Learning for Industry, IIT Delhi (2024)
- ServiceNow Certified System Administrator (CSA) and Certified Application Developer (CAD)