

SRI SAI TEJA GUDURU

Software Engineer · Applied AI, Infrastructure & Platform

☎ +1(617)309-9192 | ✉ guduru.sri@outlook.com | [in linkedin.com/in/gssteja](https://www.linkedin.com/in/gssteja) | github.com/gssteja | t3ja.com

Open to relocation (US)

EXPERIENCE

Northeastern University

Jan 2024 – Apr 2026

Software Engineer

- Built **RAG** (Retrieval-Augmented Generation) pipelines and **agentic tool-calling** workflows for an enterprise AI assistant serving a **45,000-user** university, powering **150,000+ AI-assisted interactions** that deflected routine requests from support staff.
- Cut Kubernetes cluster log volume by **80%** from an **85TB** baseline using **Fluent Bit** collector filters, **Datadog** exclusion logic, and SLO-based alerting, preserving full observability.
- Migrated **5 functions** from a deprecated **Banner ERP** to ServiceNow via REST, processing **20,000+ submissions** and cutting turnaround by **60%**.
- Built a fault-tolerant ingestion service for a filter-less third-party API (paginated polling, exponential backoff, cursor checkpointing) handling **100,000+ records** per sync.
- Designed a REST sync between **AKIPS** (network monitoring) and **Nautobot** (network source of truth) enforcing idempotency, conflict resolution, and retry-with-backoff to reconcile **10,000+ records** cleanly, without duplicates or data loss.
- Mentored **7 interns** to independent production shipping within 6 weeks; represented the team in Change Advisory Board reviews and quarterly upgrade cycles.

ServiceNow

- Consolidated separate per-department portals into a single **Employee Center** serving **45,000+ users**, building 5+ Service Portal widgets in AngularJS, Bootstrap, and GlideAjax.
- Built **10+ Next Experience UI Builder** components (Now CLI, JavaScript) for role-based portals and Agent Workspace, cutting technician resolution time by **30%**.
- Piloted **agentic AI** in **AI Agent Studio** with multi-agent use cases, AI Agent Orchestrator, and human-in-the-loop approvals; evaluated AI Agent Fabric (MCP) and AI Control Tower.
- Reconciled **SAM and HAM** licenses and reclaimed software worth **~\$450K/year**, resolving duplicate CIs and keeping CMDB completeness **above 90%** via Discovery and MID Servers.
- Diagnosed **200+ production incidents** using Script Debugger, Access Analyzer, and Event Logs, running root cause analysis across scripts, ACLs, and integrations while meeting SLAs.
- Migrated legacy Performance Analytics dashboards to **Platform Analytics** (Indicators, Breakdowns, Data Collectors, Scorecards), delivering real-time KPI visibility across ITSM and operational teams.
- Migrated search from legacy **Zing** to **AI Search**, tuning relevancy, search profiles, and sources.
- Engineered a custom **Now SDK** dashboard with web components, shipping real-time operational visibility faster than an equivalent out-of-box configuration.
- Onboarded **2 university departments** onto ServiceNow: mapped their existing processes, designed and demoed the solution with the teams who would use it, and shipped to production.

UST

Jul 2022 – Jul 2023

Software Engineer

- Integrated **SAP, Dell, SharePoint, Microsoft Teams**, and **Active Directory** via Integration Hub spokes, Scripted REST APIs, and LDAP, syncing **10K+ records daily across 5 systems** and cutting manual handling by **over 90%**.
- Built features and ran administration on a domain-separated **multi-tenant platform** (managed service) for **3 enterprise customers**, keeping each tenant's data, branding, and permissions isolated.
- Developed **15+ Service Portal widgets and UI Builder** components (AngularJS, Bootstrap), built Virtual Agent topics that deflected **over 40%** of routine service-desk inquiries, and customized Now Mobile with offline-capable workflows.
- Built **ETL pipelines** migrating **100,000+ records** with deduplication, coalesce rules, and referential integrity across **15 related tables** to prevent data corruption.
- Built a **Playwright** E2E framework covering **60+ scenarios** and catching **15+ regressions** pre-release (60% less cycle time), and automated PDF attachment processing, cutting manual effort by **80%** across 1,000+ documents.

PROJECTS

- OpenProject MCP Server** | *Python, AWS EKS, Kafka, Istio, Terraform, Jenkins*
- Built an **MCP** (Model Context Protocol) server (**32 tools**, dual transport, **sub-200ms p95**) on **AWS EKS** with **Kafka** and **Istio** mTLS; load-tested at **65M+ webhook events** over 3 months at **99.5% uptime** under chaos-mesh, with Prometheus, Grafana, and Jaeger.
- QuickContractAI** | *Python, LangChain, Gemini, Ollama, PostgreSQL (pgvector)*
- Built a privacy-preserving contract pipeline (Gemini drafts, local Ollama refines and runs LLM-as-judge validation, on-device PII) and **RAG** over **7 Pile of Law** subsets (122K documents, **16.8M chunks**) on **pgvector**, with a CUAD eval harness as a CI gate.
- MiniRaft** | *Go, gRPC, Protobuf*
- Implemented the **Raft consensus** algorithm from scratch: leader election, log replication, and snapshots, validated with a fault-injection test harness (split-brain, stale leader, log divergence).
- Santha** | *React Native, Expo, Node / Express*
- Built a self-hosted mobile app store with a GitHub Actions pipeline that builds signed APKs, served behind a Caddy reverse proxy with Let’s Encrypt.
- Cloud-Native Web App on AWS** | *Terraform, Packer, Flask, AWS Lambda*
- Provisioned multi-module IaC (VPC, RDS, ASG+ALB, S3, CloudWatch) with autoscaling and KMS, custom StatsD/CloudWatch metrics, and a Lambda + SNS + Secrets Manager email-verification flow.
- RetailEase** | *Oracle, PL/SQL (team project)*
- Built an Oracle e-commerce inventory system with stored-procedure packages, compound triggers, reporting views, and role-based access control.

EDUCATION

Northeastern University | Master of Science in Computer Software Engineering **Aug 2023 – May 2026**
Coursework: Distributed Computing, Cloud Computing, Algorithms, Databases, Artificial Intelligence / NLP

CERTIFICATIONS

ServiceNow	Certified System Administrator (CSA), Certified Application Developer (CAD), Certified Implementation Specialist – Data Foundations (CIS-DF)
Micro-credentials	AI Agents, Platform Analytics, UI Builder, App Engine Studio, CMDB Health

TECHNICAL SKILLS

Languages	Python, Go, JavaScript/TypeScript, Java, SQL, Bash
Applied AI	LLMs (Claude, Gemini, Ollama), RAG, LangChain/LangGraph, Agentic Tool-Calling, MCP, pgvector, Prompt Engineering, LLM-as-Judge
Cloud & Infra	AWS (EKS, EC2, VPC, S3, RDS, IAM), GCP, Kubernetes, Docker, Terraform, Helm, Ansible
Platform & DevOps	Kafka, Istio, Jenkins, GitHub Actions, ArgoCD, Datadog, Prometheus, Grafana, Jaeger, OpenTelemetry, Fluent Bit
Databases	PostgreSQL, MySQL, Redis, Oracle
ServiceNow	UI Builder, Now Assist, AI Agent Studio, Flow Designer, Integration Hub, Platform Analytics, ITSM/ITOM/ITAM

COMMUNITY

Open Heart Charitable Trust, Vijayawada, India (2017–2019): built and maintained their website, their first real web presence, and volunteered in their on-the-ground initiatives.