

Abhishek Kumar Maurya

Staff Software Engineer building AI agents, MCP workflows, and scalable software platforms

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SUMMARY

Software engineer with 16+ years of experience building AI agents, MCP-driven workflows, and scalable developer platforms. Founded ServiceNow's Agentic Developer Platform (adopted by 20+ teams), leads a 9-person engineering team, and has deep roots in frontend architecture, system design, developer productivity, and enterprise reliability.

SKILLS

ARCHITECTURE

System design, Scalable frontend architecture, Design patterns, Developer productivity, Metadata-driven development

FRONTEND & PLATFORM

JavaScript (ES6+), TypeScript, React, Next.js, Redux Toolkit, RTK Query, Node.js, Webpack, Vite, PWA

BACKEND & DATA

Python, Java, REST APIs, MongoDB, Meteor, Oracle Database, Oracle ODI, SQL / PLSQL

OBSERVABILITY

Sentry, LogRocket, Datadog, Sumo Logic

AI & AGENTIC ENGINEERING

AI agents, MCP workflows, Claude Code, Harness, LLM APIs (Anthropic, OpenAI, Gemini), Amazon Bedrock, LangChain / LangGraph, Prompt engineering, Agent workflows, Tool orchestration, Multi-model systems

RELIABILITY & QUALITY

Jest, React Testing Library, Playwright, Performance optimization, WCAG / ARIA accessibility

CI/CD & TOOLING

GitHub Actions, Jenkins, Docker

WORK EXPERIENCE

Staff Software Engineer · ServiceNow, Hyderabad

Oct 2023 – Present

AI Agents, MCP, Harness, JavaScript, Java, React, Node.js, Python

- Designed and integrated MCP-driven agentic workflows into the engineering lifecycle, adopted by 20+ teams; reduced research and debugging effort by approximately 95% while improving accuracy.
- Contributed to Build Agent in ServiceNow Studio, elevating App Engine with agentic workflows for AI-assisted application creation, flow generation, and tool orchestration across 35+ metadata types and 11 domains; led its metadata-aware, multi-model (Claude Opus 4.6 default; Now LLM + Claude on Bedrock), self-healing agentic architecture.
- Founded the Agentic Developer Platform (ADP), a multi-team bootstrap and governance infrastructure for Claude Code, MCP servers, agents, and skills; built in 4 weeks and rolled out to 7 pilot squads with 20+ skills, 20+ agents, and 20+ teams.
- ADP outcomes: reduced case task resolution time by 90%, cut automation development from days to hours even on legacy codebases, lifted legacy test coverage from 20% to 90%, and reduced external defects by 90%.
- Led the ALA Release Lifecycle Documentation Agent and App Summary Agent (Now Assist for Creator): automated delta analysis, human-readable release notes, and CAB-ready deployment manifests — documentation time from hours to a single click; ships as the Release lifecycle documentation agent in Now Assist for Creator.
- Architected scalable React/TypeScript systems powering low-code tools including Table Builder and Workspace Builder; API and template contributions to the App Template Framework (ATFr).
- Lead a 9-person engineering team as tech lead: mentoring, technical hiring, and high-bar architectural reviews; ran cross-team onboarding sessions enabling teams to set up ADP skills, agents, rules, and MCP servers in a single session.
- Drive performance optimization and WCAG/ARIA accessibility compliance; established enterprise testing strategy with Jest, React Testing Library, and Playwright.

Senior Software Engineer · Rippling, Bengaluru

Oct 2022 – Aug 2023

JavaScript, React, TypeScript, Node.js, Python, Playwright, Sentry, LogRocket

- Contributed to frontend infrastructure and global engineering initiatives; identified codebase problem areas, drove improvement proposals, interviewed candidates, and mentored junior engineers.

Lead Engineer · Reputation, Hyderabad

Sep 2020 – Sep 2022

JavaScript, Node.js, React, Python, RTK Query, Sumo Logic

- Led the Actions Team frontend, migrating the application from Angular to React and cutting page load time in half.
- Delivered the Actions feature and management dashboard; raised accessibility compliance from 80% to 95% for a broad user base.
- Built maintainable, scalable, and testable features; mentored junior developers and reviewed code.

Co-Founder / Lead Developer · Worktech Software, Hyderabad

Jul 2017 – Aug 2020

JavaScript, Node.js, MongoDB, Meteor, REST APIs

- Built products and services using JavaScript, Node.js, MongoDB, Meteor, and REST APIs.
- flexzone.in (2018–2020): aggregator of cafés into coworking spaces.
- hospeto.in (2017–2018): video consultation platform for doctors, with health record and billing management.

Senior Developer · Eze Software Group, Hyderabad

Jun 2016 – Jun 2017

REST APIs, MS SQL

- Developed and improved an order-management system for real-time trading related to short selling.
- Maintained EzeLocate and DataFeed for locating short inventory and real-time stock-data processing.

Project Leader · Oracle, Hyderabad

Jun 2010 – May 2016

Java, Oracle Database, Oracle ODI, SQL/PLSQL

- Developed and improved Plan Copy and Benefits Relationships systems using Java, Oracle Database, Oracle ODI, and SQL/PLSQL.
- Completed the Benefit Plan Copy project, reducing test-to-production HRMS data setup time by 80%.

PROJECTS

selftest.in (live) — Self-testing and government job preparation app powered by the Gemini API

lifetimetax.vercel.app (live) — Lifetime tax liability calculator

airoadtripplanner.vercel.app (live) — AI-powered road trip planner

faang-cv.vercel.app (live) — CV builder tuned for FAANG-style applications

EDUCATION

National Institute of Technology (NIT), Tiruchirappalli — Master of Computer Applications (MCA) · 2007–2010

Banaras Hindu University (BHU), Varanasi — BSc (Hons), Mathematics · 2003–2006

PATENT

US20150046358 — "Importing tested objects into benefits programs deployed on production systems" · assigned to Oracle Corp. · status: Abandoned

Abhishek Kumar Maurya · Hyderabad, India