

Mehnaz Sheikh

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TECHNICAL SKILLS

Languages: Java, JavaScript, TypeScript, Python, SQL, HTML, CSS

Backend: Spring Boot, Spring MVC, Spring Security, Spring Data JPA, Hibernate/JPA, REST APIs, Microservices, Node.js, Flask/FastAPI, JWT

AI & Automation: Generative AI, AI Agents, RAG, Prompt Engineering, OCR, Tool-Orchestrated Workflows

Frontend: React, Angular, React Router, Hooks, Responsive UI

Databases & Messaging: PostgreSQL, MySQL, MongoDB, Redis, Apache Kafka

Cloud & Tools: AWS (EC2, S3, DynamoDB, VPC), Docker, Kubernetes, Linux, JUnit 5, Mockito, GitHub, Jira, Postman, Swagger/OpenAPI, DBeaver, ServiceNow

PROFESSIONAL EXPERIENCE

Software Engineer

Mar 2026 – Present

Work4Flow

Tempe, AZ

- Developed an AI-powered Knowledge Base Optimizer on ServiceNow using custom evaluation and enhancement AI skills, AI agents, prompt-driven workflows, and tool orchestration to evaluate and improve 300+ knowledge articles.
- Reduced article evaluation from hours of manual review to under 90 seconds by assessing field-level criteria and automatically generating quality scores, actionable feedback, and enhancement recommendations.
- Built a RAG-based feedback pipeline to retrieve the top three relevant historical rejection reasons and normalize new feedback into reusable instructions for improving subsequent AI-generated content.
- Refined evaluation and enhancement prompts to remove ambiguity, enforce field-specific criteria, and produce more consistent, repeatable AI outputs across article types.
- Implemented OCR and image-analysis workflows to identify article images and generate descriptive alt text; built a JavaScript modal for field-level scores and feedback, backend score aggregation logic, and an Excel-to-ServiceNow criteria ingestion pipeline.

Computer Support Assistant

Jul 2024 – Dec 2025

Arizona State University

Tempe, AZ

- Developed backend workflows and REST API integrations using server-side and client-side JavaScript to automate request, approval, and asset-management processes.
- Designed a PostgreSQL-based inventory tracking system, writing SQL queries and managing data using Amazon WorkSpaces and DBeaver.

Software Development Engineer

Oct 2022 – Jan 2024

Brillio Technologies

Bangalore, India

- Designed and maintained Spring Boot microservices across authentication, product, and order domains for a distributed backend processing thousands of requests per day.
- Implemented JWT authentication and secured REST APIs; collaborated on service contracts and validated endpoints using Postman.
- Reduced average API latency by 30% by tracing inter-service calls, debugging bottlenecks, and tuning database queries.
- Integrated Apache Kafka for asynchronous workflows and Redis caching, reducing synchronous service load and database reads by 40%; deployed services on AWS EC2/S3 in Linux environments.

Programmer Analyst Trainee

Mar 2022 – Sep 2022

Cognizant Technology Solutions

Bangalore, India

- Developed a full-stack financial platform using Angular, Spring Boot, and MySQL, implementing authentication, dashboards, and transaction workflows.
- Built REST APIs for portfolio management, historical data processing, and performance reporting with sub-second response times; optimized backend logic and SQL queries for real-time financial calculations.

PROJECTS

SkillSync – Skill Sharing Platform | React, JavaScript, React Router, Vite, Browser APIs

- Built a multi-page React application for discovering and sharing skills locally, with routing, modular components, search and add-skill flows, LocalStorage persistence, geolocation, and responsive CSS.

Real-Time Credit Card Fraud Detection Service | Python, Flask, scikit-learn, REST APIs

- Built an end-to-end fraud detection system using a Random Forest model trained on 280K+ transactions and exposed production-style /predict, /batch-predict, and /health REST endpoints for real-time scoring and batch processing.

EDUCATION

M.S., Information Technology – GPA: 3.83/4.0

Jan 2024 – Dec 2025

Arizona State University

Tempe, AZ

B.E., Computer Science and Engineering

Jun 2018 – Jun 2022

GH Raisoni College of Engineering

Nagpur, India