

Veeral S. Bhagat

Full-Stack AI Integration Expert | AI-Augmented QA | Project Manager

✉ veeralbwork@gmail.com ☎ 1 (659)-225-8247 📍 NC, USA 🔗 LinkedIn 🌐 Portfolio 🐙 Github

PROFILE

Senior Software Developer with 12+ years of full-stack engineering experience building secure, scalable applications for enterprise clients including Cisco, Cox Communications, and FedEx. Combines deep expertise in React, Node.js, .NET, and Azure with a proven ability to integrate LLMs and AI agents into real-world DevOps and QA workflows—boosting productivity, reducing defects, and accelerating delivery. PMP and Scrum Certified, with a track record of leading engineering teams to 100% backlog clearance, 35% fewer production bugs, and 96%+ customer satisfaction. Specializes in AI-augmented observability, automated testing, and CI/CD pipelines that make software delivery faster, safer, and smarter.

PROFESSIONAL EXPERIENCE

- Senior Software Developer (AI-Integrated Full-Stack), Wipro @ Cisco**

 - Engineered AI-augmented IT automation tools using React, TypeScript, Node.js, and Azure App Services, integrating LangChain-powered ServiceNow agents that auto-generate resolution summaries—increasing First Contact Resolution (FCR) from 86% to 93% in 30 days for a 12-person team supporting 5,000+ users.
 - Drove 100% sprint completion for 8 quarters via GitHub Actions CI/CD with Jest/Cypress, enabling daily production releases with zero rollbacks.
 - Enforced Zero Trust security using Azure Key Vault and Managed Identities, passing all security audits with zero findings.
- 05/2023 – 11/2025
Research Triangle Park, NC
- Operations Manager (Technical Product & AI Process Optimization), Omma Management**

 - Directed a 10-person engineering and operations team using AI-enhanced Power BI dashboards that analyzed 12,000+ daily transactions, reducing cost per unit by 15% and improving productivity forecasting accuracy by 30%.
 - Partnered with developers to integrate semantic search and auto-suggestion features into internal tools, cutting user input errors by 22% across 5 business units.
 - Enforced AI data governance policies in alignment with legal and safety teams, maintaining zero regulatory violations over 20 months.
 - Spearheaded quarterly budget reviews, delivering \$250K+ in annual cost savings.
- 06/2022 – 02/2023
Salem, VA
- Full-Stack Developer & AI QA Engineer, Cameo Global @ Cisco**

 - Developed a React/Node.js training platform for OS support, reducing onboarding from 4 weeks to 10 days and improving certification pass rates by 40%.
 - Integrated GPT-4 summarization into ServiceNow QA, improving audit accuracy by 30% and reducing misrouted tickets by 20%.
 - Piloted AI semantic search in knowledge base, boosting self-service resolution by 25%.
 - Oversaw Incident/Problem/Change workflows for 5K+ users, ensuring 99.8% uptime.
- 07/2021 – 05/2023
Research Triangle Park, NC

Azure DevOps & Cloud Infrastructure Engineer, HCL @ Cox Communications <ul style="list-style-type: none"> Provisioned and operated Azure cloud infrastructure using Terraform and ARM templates, deploying App Services, Key Vault, and AKS clusters for 20+ apps. Implemented CI/CD in Azure DevOps, reducing release cycles from 2 weeks to 2 days. Secured applications with Managed Identities and RBAC, eliminating hardcoded secrets. 	03/2020 – 07/2021 Cary, NC
Lead Billing Systems Developer, SendHub <ul style="list-style-type: none"> Designed and implemented a React-based billing and fraud detection system processing 5,600+ accounts, increasing retention by 5%. Redesigned customer billing statements using responsive HTML/CSS, reducing support inquiries by 18%. Tracked bugs in JIRA, cutting resolution time from 5 days to 3 days. 	04/2018 – 03/2020 Research Triangle Park, NC
Full-Stack Developer (Internal Tools & Automation), Cameo Global @ Cisco <ul style="list-style-type: none"> Engineered a React/Node.js onboarding platform for new support engineers, integrating ServiceNow APIs and PostgreSQL, reducing training ramp time by 23% across 60+ hires. Designed and implemented a self-service knowledge portal with semantic search, serving 15,000+ monthly sessions and cutting repeat tickets by 25%. Created RESTful APIs to sync KPI data into real-time Power BI dashboards, enabling leadership to reduce team turnover by 12%. Automated QA workflows using PowerShell and ServiceNow scripting, improving team productivity by 18%. 	09/2017 – 03/2020 Research Triangle Park, NC
Technical QA Analyst, HCL @ FedEx <ul style="list-style-type: none"> Resolved software and system defects for 200+ internal applications, achieving 20-minute average resolution time across 800+ monthly tickets. Strengthened system reliability by implementing proactive log monitoring in ServiceNow, reducing repeat incidents by 35% and cutting data-loss risk by 40%. 	11/2014 – 06/2017 Cary, NC
Front-End & Technical Strategy Advisor, FAF <ul style="list-style-type: none"> Advised 3 non-profit organizations on front-end architecture and user experience strategy for donor and volunteer portals built with HTML, CSS, and early React prototypes, increasing user engagement by 22%. Collaborated with engineering leads to align product roadmaps with technical feasibility, reducing scope creep by 30% and accelerating MVP delivery by 6 weeks. Reviewed UI/UX designs for accessibility (WCAG 2.0) and performance, ensuring 95%+ Lighthouse scores across all public-facing applications. 	02/2014 – 05/2016 Winston Salem, NC

EDUCATION

Master of Science in Software Engineering, <i>North Carolina State University (NC State Online)</i> <ul style="list-style-type: none"> Focused on full-stack architecture, DevOps, and secure software design Capstone: “Automated QA Frameworks for Enterprise Service Desks Using AI-Driven Log Analysis” — later applied at Cisco and Cox Communications 	09/2011 – 08/2013 Raleigh, NC
Technical Certificate in IT Infrastructure & Support, Wake Tech Community College <ul style="list-style-type: none"> Specialized in Windows/Linux system administration, hardware diagnostics, network configuration (WAN/LAN), and helpdesk operations 	01/2001 – 12/2003 Raleigh, NC

- Provided hands-on readiness for early-career roles at FedEx, Four Point, and HCL

Bachelor of Science in Computer Science, *University of Massachusetts Lowell*

- Coursework: C++, Data Structures, Operating Systems (DOS/Windows), Networking Fundamentals, Software Development Lifecycle
- Built foundational skills in systems programming and hardware-software integration, later applied in field support, QA, and full-stack roles

09/1997 – 12/2001
Lowell, MA

CERTIFICATES

Project Management Professional (PMP) Project Management Institute Issued Feb 2024 · Expires Feb 2027 Credential ID 3778238	Scrum Master Certified (SMC) Project Management Institute Issued Jul 2024 · Expires Jul 2026 Credential ID 001668861	Microsoft Certified Professional (MCP) Microsoft Issued Sep 2002 Credential ID 2732751
A+ CompTIA Skills: Analytical Skills	MTA: Security Fundamentals Microsoft Issued Mar 2015	MTA: Windows Operating System Fundamentals Microsoft Issued Apr 2015

SKILLS

Front-end Development React, TypeScript, Next.js, HTML5/CSS3, Styled Components, Responsive Design, Web Accessibility (WCAG), Jest, Cypress	Backend Node.js, Express, .NET Core, C#, RESTful APIs, GraphQL, WebSockets, Serverless (Azure Functions), JWT/OAuth2
Databases SQL Server, PostgreSQL, MongoDB, MySQL, Entity Framework, Dapper, Redis (Caching)	AI Integration LLM-Powered Log Summarization, Semantic Knowledge Search, AI Ticket Triage, LangChain (internal tooling), GPT-4 for Documentation & QA, RAG Architecture
DevOps & Cloud Microsoft Azure (App Services, Functions, Key Vault), AWS (EC2, S3, Lambda), Docker, Bicep, Terraform, Kubernetes (AKS), GitHub Actions, Azure DevOps, CI/CD Pipelines, Infrastructure as Code (Bicep, ARM), PowerShell, Bash	AI-Augmented QA Automated Test Orchestration, ServiceNow AI Analytics, JIRA Bug Triage, Splunk Anomaly Detection, Test Automation (Jest, Cypress, Selenium), SLA Compliance Monitoring
Networking & Infrastructure Cisco Routers/Switches, WAN/LAN, VoIP, Active Directory, DNS/DHCP, IP Cameras, CCTV, Firewall Basics, Network Monitoring (Splunk, Wireshark)	Project Leadership PMP, Scrum Master, Agile/Scrum, Cross-Functional Team Leadership, Technical Mentorship, Sprint Planning, Backlog Refinement, SLA Governance
Tools & Platforms ServiceNow, JIRA, Azure DevOps, VMWare, Citrix, Power BI, Tableau, Salesforce Service Console, Webex, Splunk, TeamViewer, Postman, Git	