

YEABSIRA HAILE

+251 967 006 432 · hello@yeab.dev · Addis Ababa, Ethiopia · linkedin.com/in/yeabsira-haile · yeab.dev

PROFESSIONAL SUMMARY

RiseUp with ServiceNow Alumni and results-driven Full-Stack Developer with 3+ years of experience building scalable applications and cloud architectures. Certified ServiceNow System Administrator (CSA) with the Certified Application Developer (CAD) credential in progress. Specialises in architecting custom scoped applications, AI-powered integrations, intelligent Service Portals, and automated digital workflows — uniquely bridging deep MERN/TypeScript engineering with native ServiceNow development.

CERTIFICATIONS

- **ServiceNow Certified System Administrator (CSA)** — Completed April 2026
- **ServiceNow Certified Application Developer (CAD)** — Expected May 2026
- **ServiceNow Micro-Certifications:** Agentic AI Executive | Service Portal | UI Builder | Flow Designer

TECHNICAL SKILLS

ServiceNow: GlideScript | Service Portal (AngularJS) | Scripted REST APIs | Flow Designer · UI Builder · Update Sets · Scoped Applications

AI & Automation: Google Gemini API | RoBERTa NLP | n8n Automation | Agentic AI | LLM Integration | External Validation Engines

Core Stack: JavaScript (ES6+) | TypeScript | Next.js | React.js | Node.js | PostgreSQL | Python

DevOps & Cloud: Docker | Kubernetes | AWS | GCP | Jenkins CI/CD | Git | Jira

EXPERIENCE

RiseUp with ServiceNow — Alumni — RiseUp with ServiceNow Professionals Program *Jan 2026 – Mar 2026*

Selected for and successfully completed the competitive 10-week RiseUp with ServiceNow technical training programme — a globally recognised cohort-based curriculum combining instructor-led training, on-demand content, and hands-on labs.

Project Manager & Portal Developer — Smartcare Connected Ward (*Capstone, 3 weeks*)

- Led a 6-person development team through the full SDLC of a healthcare triage engine, coordinating custom database schema design and cross-scope integrations.
- Architected the internal workspace in UI Builder and engineered custom Service Portal widgets with AngularJS, HTML/CSS, and GlideScript (client & server-side scripts).

Fullstack / AI Engineer — Netsa.io *Oct 2025 – Dec 2025*

- Recruited directly by the co-founder to architect and build the company's MVP, integrating full-stack infrastructure with AI-driven capabilities.
- Designed and implemented AI-powered features — combining LLM APIs with backend services to deliver intelligent, data-driven user experiences.

Fullstack Developer — Offset Softwares *Feb 2025 – Dec 2025*

- Engineered robust internal management systems and implemented complex n8n automation workflows to streamline core business processes.
- Reduced application load times by 60% through PostgreSQL query optimisation and server-side caching.
- Introduced a Jenkins/Docker CI/CD pipeline, cutting deployment time by 50% and reducing production errors by 75%.

Fullstack Developer — MreqTech IT Solution *Dec 2023 – Feb 2025*

- Migrated legacy applications to AWS cloud infrastructure, enhancing scalability and cutting infrastructure costs by 25%.

- Built the Ethiopian Blood & Tissue Bank System and an NGO Water Facility dashboard in React/Node.js, improving monitoring and reporting efficiency by 40%.

PERSONAL PROJECTS (SERVICENOW + AI)

SentinX — AI Governance Engine for ServiceNow

An AI-powered code-review tool that bridges ServiceNow with the Google Gemini API to automate Update Set auditing — eliminating the hidden cost of manual GlideScript code reviews.

- **Architecture:** External Validation Engine built in Node.js — zero platform overhead. Developers trigger an audit from the Update Set record; code is shipped to an external AI agent without touching the ServiceNow instance.
- **AI Pipeline:** A custom Sentinel Linter flags hardcoded sys_ids and performance anti-patterns; Google Gemini generates structured technical documentation and architectural recommendations.
- **Outcome:** Real-time Health Score dashboard surfaces issues before code is committed — delivering automated governance, consistent reviews, and in-context developer education.

Silent AI — NLP Sentiment Triage Integration for ServiceNow

A 'silent intermediary' prototype that routes customer feedback to ServiceNow based on real-time NLP sentiment classification — ensuring critical issues are never buried in noise.

- **Real-time Triage:** A RoBERTa sentiment model scores every inbound message the moment it is submitted via a custom landing page.
- **Automated Sorting:** Instantly separates standard praise from urgent, deadline-sensitive feedback — routing each to the appropriate ServiceNow queue.
- **Smart Dashboard:** A 'Tactical Approvals' tab surfaces high-urgency items immediately, leveraging custom Service Portal widget development and Scripted REST API integrations.

EDUCATION

B.Sc. Computer Science — Debre Tabor University · GPA: 3.72 / 4.0

Sep 2019 – Jul 2023