

MOHAN SAGAR KILLAMSETTY

Building Agentic AI Platforms at ServiceNow

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SUMMARY

With 9+ years of experience, I've grown from building high-performance frontend systems to designing AI-powered products at scale — specializing in LLM integrations, agentic workflows, and real-time interactive interfaces. I combine frontend architecture expertise (React, Next.js) with backend and AI engineering (Python, Node.js, FastAPI) to ship products that solve real business problems. At Invesco, I led development of IVYGPT, an internal AI platform used by 8,000+ users that cut financial report analysis time from 30 days to 30 minutes. At Reliance Jio, I led a team of 10 engineers building consumer platforms serving 5M+ users, improving performance by ~90% and contributing to a 55% increase in digital service sales.

Currently at ServiceNow, I build agentic AI platforms focused on reasoning-trace visualization and voice-enabled workflows, integrating Amazon Connect across CCaaS providers and contributing to Karuna — ServiceNow's design system for building UI components that are discoverable by AI and usable within AI chat conversations. What draws me to this work is the shift AI is bringing to how software gets built — I'm continually learning at the intersection of LLMs, agent orchestration, and human-centered design, and I enjoy owning problems end-to-end, from architecture decisions to shipped, measurable impact. I'm open to remote opportunities (India/global) where I can keep building AI-native products with a strong engineering culture.

SKILL SET

AI & LLM Engineering LLM Integrations, Prompt Design, Agentic Workflows, Document Summarization, Reasoning Visualization	Frontend Architecture React, Next.js, TypeScript, JavaScript, Tailwind CSS, Micro-Frontends, Design Systems
Backend & APIs Node.js, FastAPI, Python, PostgreSQL, Prisma, Integration Architecture	Systems & Cloud Real-Time Systems (WebSockets), AWS (API Gateway, CloudFront), Amazon Connect (CCaaS)
Domain Knowledge Financial Analysis, Banking & FinTech, Telecom Digital Platforms	Leadership Team Leadership (10+ engineers), Mentorship, Technical Interviewing

EXPERIENCE

Senior Software Engineer (AI & Frontend Systems) — ServiceNow	Aug 2025 – Present · Hyderabad
Enterprise AI & Agentic Platforms Global cloud software company powering digital workflow automation for large enterprises.	
- Leading UX architecture for AI-powered agentic platforms, enabling enterprise clients to adopt agentic AI workflows with minimal ramp-up and lower onboarding friction - Built reasoning-trace visualizations that cut AI-decision debugging time for engineering teams, giving clear visibility into agent behavior - Developed a voice-enabled interaction layer using Amazon Connect, unifying integration across multiple CCaaS providers and removing per-provider integration overhead - Contributing to the Karuna design system, standardizing UI components platform-wide and accelerating frontend delivery across teams	
Senior Software Engineer — Invesco	Jul 2024 – Aug 2025 · Hyderabad
AI for Asset Management Global independent investment management firm serving institutional and retail clients.	
- Led development of IVYGPT, adopted by 8,000+ users, becoming a core tool in daily fund research workflows - Reduced report analysis time from 30 days to 30 minutes (~99% efficiency gain), directly accelerating fund management decision cycles - Built a document summarization system plus reusable AI workflows/prompt libraries, cutting redundant manual work across teams	

- ▶ Enabled users to create custom AI tools via contextual prompts and implemented micro-frontend architecture + backend APIs, **scaling AI feature delivery** without added headcount

SDE-3, Senior SWE — Jio Platforms Limited (Reliance Jio)

Sep 2022 – Jul 2024 · Bengaluru

Telecom / Consumer Platforms India's largest telecom and digital services provider, part of Reliance Industries.

- ▶ Led a team of 10 engineers building platforms serving **5M+ users** at scale, ensuring reliable delivery across high-traffic services
- ▶ Increased digital service sales by **55%** through platform enhancements — a direct, measurable revenue contribution
- ▶ Improved page load performance from ~5s to ~500ms (**~90% faster**), reducing drop-off and lifting user experience at scale
- ▶ Enabled **200,000+ user conversions** through Google Ad Manager campaign integrations, driving measurable growth in acquisition
- ▶ Introduced micro-frontend architecture, **cutting inter-team dependencies** and raising deployment velocity; conducted 50+ technical interviews supporting team scaling

Senior Software Engineer — Zentree Labs

Feb 2021 – Sep 2022 · Remote

Banking / Real-Time Systems Software company delivering web and mobile applications for banking and enterprise clients.

- ▶ Built web and mobile applications for banking and operational systems, **giving the client reliable digital tooling** for daily financial operations
- ▶ Developed cross-platform apps using React Native, **cutting development effort** by reusing a single codebase across web and mobile
- ▶ Implemented real-time monitoring and analytics features, **giving operations teams live visibility** into system health and faster incident response
- ▶ Integrated APIs and ensured reliable data flow across distributed systems, **improving data consistency** across the client's banking platforms

Software Engineer — Shell

Mar 2019 – Dec 2020 · Bangalore

Energy / Enterprise Systems Global energy and petrochemical company operating across exploration, refining, and marketing.

- ▶ Delivered an OTP-based solution enabling ship maintenance operations to continue during COVID-19 lockdowns, **sustaining critical business operations** when on-site access was restricted
- ▶ Ensured business continuity by enabling secure remote access and workflow execution across distributed teams
- ▶ Collaborated closely with business stakeholders to deliver high-impact features on tight timelines, **supporting uninterrupted operations** during a critical period

Application Development Associate → Analyst — Accenture

Jan 2017 – Mar 2019 · Bengaluru

IT Services / Telecom Delivery Global professional services company providing IT consulting and outsourcing (clients: AT&T, Mobily).

- ▶ Handled 4 AT&T projects across 25+ sprints and adopted test automation (Selenium, UFT), **raising 200+ defects pre-release and cutting regression effort by 70%+**, protecting release quality and freeing QA capacity for higher-value work
- ▶ Recognized as Star Performer at Mobily for Go-Live and UAT execution across 12 projects, **catching 300+ defects before production** while lifting delivery productivity by 25%

EDUCATION

B.Tech, Mechanical Engineering — Vellore Institute of Technology

Jun 2012 – May 2016

CERTIFICATIONS

- ▶ React: Software Architecture
- ▶ AMD: AI Developer