

MUHAMMED SHEBIN V A

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Profile Summary

Senior Systems Associate with over 3.5 years of experience specializing in the **MERN Stack (MongoDB, Express.js, React.js, Node.js)** and **AI Agents** development. Proven expertise in architecting scalable web applications, from building complex video-processing platforms with **FFmpeg** for infosys learning management System to designing real-time, **API-driven monitoring dashboards**. Currently advancing into **AI Engineering** by developing **FastAPI, MCP** servers and **LangGraph** agents to automate enterprise workflows. A performance-driven developer focused on writing clean, reusable code and delivering high-impact user experiences.

Core Competencies

- **Software Design & Development:** JavaScript (ES6+), React js, Redux Toolkit, Node js, Express js, Python
- **Engineering Practices:** RESTful API Design, JWT Authentication, Role-Based Access Control (RBAC).
- **Optimization & Maintenance:** Performance refactoring, Lazy loading, Caching strategies, Load balancing.
- **AI & Emerging Tech:** Exposure to LangGraph and MCP servers for developing agentic AI, proficient in AI-assisted debugging and code reviews
- **Tools & Environment:** Git, GitHub Copilot, Docker, Jenkins, Postman, Windows, Linux (Ubuntu/macOS)
- **ServiceNow Platform Administration:** management of the platform.
- **Problem Solving:** Quickly identifying why a user can't access a specific module and fixing their permissions.
- PowerPoint decks, Excel models, articles, MySQL, MongoDB

Technical Skills

Frontend: React.js, Redux/Toolkit, JavaScript (ES6+), Tailwind CSS, HTML5/CSS3.

Backend: Node.js, Express.js, FastAPI (Python), RESTful APIs, MCP (Model Context Protocol).

Database: MongoDB, SQL.

AI & Automation: LangGraph, Azure OpenAI, LLM Orchestration, Python.

DevOps/Tools: Git, Docker, Jenkins, ServiceNow/SolarWinds API Integration.

Professional Experience

Infosys Limited | Mysore, India

October 2022 – Jan 2024

Systems Associate (Node JS, react JS)

- Developed and deployed full-stack internal application LEX Infosys (Learning Experience Platform) feature video editing and screen recording, reducing dependency on third-party tools by **90%** and improving overall team productivity.
- Designed intuitive, responsive, and user-friendly UIs with React.js, Tailwind CSS, and reusable component libraries, enabling seamless video editing workflows for both technical and non-technical users.
- Engineered backend services with Node.js and Express, integrating FFmpeg for advanced video processing (trimming, merging, exporting, and format conversion).
- Collaborated cross-functionally with developers, QA testers, and content creators to gather requirements, align deliverables with business goals, and ship high-quality features
- Utilized Git for version control, ensuring efficient collaboration and maintaining a clean project history.
- **Technologies:** React.js, Redux, JavaScript (ES6+), Tailwind CSS, Node.js, Express.js, MongoDB, FFmpeg, REST APIs, Git, Jenkins, Docker.

Senior Systems Associate (React JS, Python, ServiceNow, Langraph, MCP server)

- **Full-Stack Monitoring Dashboard Development** :Architected and developed custom **React.js** dashboards that provide a unified view of global infrastructure health by consuming live data from **SolarWinds and ServiceNow APIs**.
- **Dynamic Data Visualization** : Built interactive components to track ticket backlogs, resolution trends, and system uptime, enabling TKE’s leadership to make data-driven decisions in real-time.
- **Agentic AI & Future Operations (Current Initiative):**
- **Autonomous Incident Response:** Currently developing an **Agentic AI** framework using **LangGraph** and **Python** to automate the detection and assignment of critical incidents.
- **MCP Server Implementation:** Building **FastAPI-based MCP servers** to allow **Azure OpenAI** models to securely interact with Infosys Topaz and ServiceNow environments.
- **intelligent Ticket Routing:** Designing stateful agents that analyze incident context and logs to ensure 100% accurate routing to Network, Infrastructure, or App Support teams.

Key Technical Impact

- **Visibility Revolution:** Replaced manual reporting with **automated React dashboards**, reducing the time spent on data consolidation by several hours per week.
- **API Integration:** Successfully bridged the gap between SolarWinds monitoring and ServiceNow ticketing through custom-built API layers.
- **Automation Reducing the work load of monitoring/ITSM team:** AI Agent helps in finding critical Alerts, read, update, and creating incident time reduced.

Education

BSc Computer Science , Bharathiar University

June 2019 – July 2022

Master of Computer Applications , (UGC-entitled Online MCA)
University of Mysore

January 2024 – March 2026

Certifications

Infosys Certified React Web Developer

Infosys

Infosys Certified Node Developer

Infosys

Foundations of User Experience (UX) Design

Google

View Certificate

AWS Cloud Quest: Cloud Practitioner

AWS

View Certificate

Microsoft Certified: Azure Fundamentals

Microsoft

View Certificate

Languages Known

- English
- Malayalam
- Tamil
- Hindi

Declaration

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.

27/04/2026

Muhammed Shebin V A