Rod Hajian

Software Engineer

Technical professional with 6+ years of experience building cloud-based software and automation systems, with recent focus on AI/LLM-powered workflows and intelligent automation

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WORK EXPERIENCE

Software Engineer
ServiceNow

05/2024 - 07/2026 *San Diego*

Achievements/Tasks

- **Developed reusable UI components (menus, chat interface, window manager) for a new AI platform using the Lit framework, collaborating with designers and integrating with backend APIs**
- **Led automation of 270 manual test cases to automated execution in 2 months using a custom AI workflow, reducing QA cycle time and enabling the team to focus on exploratory testing**
- **Architected multi-agent AI workflow using MCP to automate customer task, defect triage, code analysis, and fix implementation**
- **Established test infrastructure for the new AI platform with Playwright, modernizing the testing stack by migrating from legacy Selenium frameworks, integrating with Jenkins CI/CD, and enabling validation of complex multi-agent workflows**
- **Planned and implemented holistic test strategies for the navigation and home page of the ServiceNow Platform including functional, performance, accessibility, cross browser and mobile testing**

DevOps/IT Engineer
Veeva Systems

03/2020 - 01/2024 *Bay Area*

Member of a team of engineers supporting 5000+ software engineers, responsibilities include:

Achievements/Tasks

- **Performed all deployments, upgrade testing, and support of 45+ applications across the engineering organization including Jira, Confluence, GitLab, GitHub, Browserstack**
- **Supported 14 different product QA teams and solved test case organization, tracking and maintenance issues within the testing infrastructure**
- **Implemented and maintained integrations across multiple applications to support internal cross functional teams across Development, QA, PM, and Operations**
- **Performed data cleanup to gain performance and improve reporting across apps using APIs and SQL**

Software Engineer in Test Intern
Nvidia

06/2018 - 10/2018 *Bay Area*

Member of a team of test engineers working on Nvidia's test automation and lab infrastructure

Achievements/Tasks

- **Performed MySQL database maintenance, backup snapshots and data integrity tests**
- **Updated and maintained python scripts for Linux test environments across a 300 person engineering organization**
- **Performed KVM Hypervisor redeployments, guest VM recovery and deployed Linux test servers**

WORK PROJECTS

AI Automated Test Creation

- **Architected a multi-agent Claude-powered workflow that automated conversion of 270 manual test cases to executable tests in 2 months by retrieving test steps from internal MCP, analyzing existing test infrastructure for reusable methods, and leveraging Playwright MCP with custom selector scripts for new test elements**
- **Implemented a human-in-the-loop feedback mechanism where the AI workflow requested reviewer guidance when stuck, enabling knowledge transfer and improving automation accuracy across the test suite**
- **Deployed a self-healing test agent that automatically resolved flaky tests by updating selectors and adapting to UI changes, reducing manual maintenance overhead**
- **Integrated the automated test generation pipeline with Jenkins CI/CD, enabling automated PRs, build triggering, and failure diagnosis using Jenkins screenshots for rapid debugging**

Defect/Customer Task AI Workflow

- **Built a multi-agent AI workflow using MCP to automate the complete defect lifecycle: retrieving issue data from internal tools, searching the codebase for root causes, generating fix suggestions within defined guidelines, and implementing solutions**
- **Deployed autonomous test generation as part of the workflow, creating unit, functional, and integration tests as needed to validate each fix before deployment**
- **Integrated the workflow with code review and deployment pipelines, enabling autonomous defect resolution while maintaining quality standards through reviewer oversight**

Data Storage Optimization

- **Wrote Python scripts for automated test case maintenance and storage optimization of test applications**
- **Wrote automated SQL database queries gathering test case records based on tags and creation dates**
- **Optimized test case categorization within projects, and removal of unused test cases**
- **Helped QA teams debug automated test cases in Python as needed**

SKILLS

MCP | LLM | AI Agents | Git | Python | Jenkins | SQL | Linux | Selenium | Playwright | Javascript | Browser Debugging Tools | Java | HTML5 | CSS | Docker

EDUCATION

BS in Management Information Systems
Santa Clara University

ADDITIONAL TRAINING/COURSES

Jira Administration | SQL for data analysis | Python Certificate | Deeplearning.ai | IBM AI Engineering Course