

Kean Yap

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EDUCATION

University of Alberta

Bachelor of Science Honors in Computing, Computer Science

- First-Class Honors, Dean's Honor Roll

Edmonton, AB

Sept. 2017 – May 2021

EXPERIENCE

Senior Software Engineer

June 2025 – Present

NewRocket

Remote

- **Consolidated Contact Center Intake:** Designed and implemented an FSO solution to consolidate fragmented contact center requests into unified cases via Service Portal, driving 100% self-service adoption and enabling comprehensive reporting across the organization.
- **Bidirectional Core Banking Integration:** Designed a real-time integration between ServiceNow and client's core banking systems, enabling agents to retrieve, and automatically update customer data changes within source systems, saving 25,000+ agent minutes and \$10,000 in call center costs.
- **Modernized Wealth Management Platform:** Led delivery of a FSO implementation to replace a legacy system by building a reusable intake framework spanning 100+ services across multiple business lines, enabling automated case routing and cross-team workflows that reduced case intake time by 65% for 300+ advisors.
- **Streamlined Onboarding Process:** Built a structured onboarding experience using ServiceNow Playbooks, driven by a dynamic intake form to route workflows across products, reducing onboarding cycle time by 40%.

Software Engineer

June 2022 – June 2025

Deloitte

Edmonton, AB

- **Architected Telecom Network & CMDB Solution:** Led the migration of client master data into CMDB via REST, designed dynamic device-to-customer network hierarchies using TNI and ITOM Service Mapping, enabling real-time outage impact analysis and reducing infrastructure impact analysis time by 90%.
- **Deployed GenAI tooling within ServiceNow:** Built and deployed LLM integrations for ServiceNow code and artifact generation, compiled strategic feedback to refine AI tooling, accelerating development cycles by 20% while improving delivery quality.
- **Integrated Platforms for Improved Collaboration:** Developed a Slack and Microsoft Teams integration with REST APIs and webhooks, enhancing cross-channel collaboration, resulting in a 25% improvement in incident resolution efficiency and fostering better team collaboration across departments.
- **Digitized Risk Operation Workspace:** Created a digital workspace for Risk Operations by integrating with custom React components, providing external organizations with a comprehensive view of risks and control performance, improving decision-making by 30% and enhancing risk management processes.
- **Streamlined HR Onboarding:** Implemented HRSD Enterprise Onboarding, streamlining workflows, resulting in a 40% reduction in administrative burden and a more efficient and seamless onboarding experience.

ServiceNow Technical Consultant

May 2021 – May 2022

Accenture (formerly Solvera Solutions)

Edmonton, AB

- **Digitized Financial Aid Program:** Modernized a provincial financial aid program by transitioning from paper-based processes to a fully integrated digital solution using Customer Service Management (CSM), reducing processing time by 40% and eliminating data entry errors, thereby enhancing service efficiency.

PROJECTS

docuRAGon | Python, LangChain, OpenAI API, ChromaDB, Streamlit

Jan 2026 – Present

- Built a retrieval-augmented generation (RAG) pipeline that ingests PDF documents, chunks and embeds them into a local vector database, and answers natural language queries with cited sources.
- Interact with the system via a simple Streamlit chat interface with source attribution on every response.

CERTIFICATIONS / TECHNICAL SKILLS

Certifications: ServiceNow CSA, ServiceNow CAD, ServiceNow CIS-CSM, ServiceNow CIS-DF, ITIL 4 Foundation

Languages: JavaScript, TypeScript, HTML/CSS, Python, C/C++, SQL, LaTeX

Frameworks: React, Angular, Django, Node.js, ServiceNow, Astro, Tailwind CSS, Material UI, Bootstrap

Developer Tools: Git, Azure DevOps, GitHub Copilot Agent, Claude Code, ServiceNow Agentic AI, VS Code, Ubuntu