

PERSONAL INFORMATION

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Bucharest, Romania

EDUCATION

BSc in Computer Science
Oct 2023 – July 2026
University of Bucharest | Bucharest, Romania

Diploma in Mathematics and Informatics
Sept 2019 – June 2023
Mihail Kogalniceanu Theoretical Highschool | Vaslui, Romania

SKILLS

Programming Languages: JavaScript, SQL/PL-SQL, Python, Java, TypeScript

Technologies & Tools: Git, GitHub, BitBucket, Jira, REST/SOAP APIs, Angular, Flask, Pandas

Methodologies: Agile, Scrum

LANGUAGES

Romanian – Native
English – Advanced (C1)
Spanish – Beginner (A1)

Rares-Andrei Igescu

Software Engineer

WORK EXPERIENCE

ServiceNow Developer Mar 2026 – Present
Deloitte | Bucharest, Romania
Designed and implemented a Scripted REST API (OAuth 2.0) from scratch with custom status codes and error handling, exposing endpoints to synchronise incident and change records, including binary attachments, across ServiceNow instances. Engineered a fault-tolerant retry mechanism using Flow Designer that automatically retried failed synchronisation requests up to 3 times, with automated incident creation as a fallback to ensure no data loss. Developed and maintained ServiceNow applications using server-side JavaScript.

Technical Support Engineer Sept 2025 – Feb 2026
Orange Services | Bucharest, Romania
Monitored system health and investigated production incidents using Grafana and Splunk, performing log analysis to reduce mean time to resolution. Developed a UiPath automation script to centralise and process end-of-month ticket searches from Outlook, eliminating a recurring manual reporting task.

PROJECTS

Intrusion Detection System - Bachelor's Thesis
Developed an intrusion detection system leveraging reinforcement learning to identify cybersecurity threats and notify the administrator via email. The model was trained using the CICIDS2017 dataset and validated on real network traffic containing both malicious attacks and normal activity. Additionally, the project includes a dashboard hosted on a Flask server running on port 5000.

TravelNow

Built a Business Travel Request application in ServiceNow Employee Center that automates the full travel approval lifecycle. Employees submit a request that is first routed to their direct manager for approval, then prompts them to select a round-trip flight and accommodation generated via Google APIs. Implemented the multi-stage approval and notification workflow.