

Valaji Veera Venkata Karthik

(ServiceNow-Certified)

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PROFESSIONAL SUMMARY

Final-year **B.Tech CSE (2026 pass-out)** student with **9.41 CGPA**, strong expertise in **Java, JavaScript**, and hands-on experience in **software development life cycle (SDLC)** through internships at **ISRO** and **Academor**. **ServiceNow CSA & CAD certified**, proven problem-solving skills via hackathons, and strong communication skills demonstrated in collaborative, high-stakes environments.

EDUCATION

Mohan Babu University

B.Tech in Computer Science and Engineering

– CGPA: **9.41/10**

Tirupati, India

2022 – 2026

EXPERIENCE

Intern – SDSC SHAR, ISRO

Sriharikota, India

Feb 2025 – Apr 2025

- Developed a secure **Java backend system** for internal file transmission across departments.
- Created **role-based authentication** and user management modules for secure access control.
- Built APIs with **validation, logging, and error-handling**, improving backend reliability.
- Optimized request logic, reducing communication latency by **35%**.
- Collaborated with cross-functional engineers, demonstrating effective communication and teamwork.

Web Development Intern – Academor

Remote

Feb 2024 – Mar 2024

- Built a real-time **weather forecasting app** using ReactJS and OpenWeather API.
- Implemented **state management, dynamic routing**, and modular design.
- Applied **Agile practices** and contributed to Git-based team workflow.
- Participated in daily standups and sprint reviews, strengthening **team communication**.

PROJECTS

Automated Case Assignment and Escalation • ServiceNow, CSM, AWA, Flow Designer

2025

- Developed an intelligent **case routing and escalation system** on ServiceNow platform.
- Implemented **dynamic workload balancing**, VIP prioritization, and SLA-based escalation.
- Built real-time dashboards for **SLA compliance, workload tracking, and escalation heatmaps**.
- Reduced case resolution time, improving customer satisfaction and reducing agent burnout.

Doctor Appointment Booking System • MERN, JWT, Razorpay (Team Project) [\[Live\]](#)

2024

- Built a simple **appointment booking web app** with user and doctor login.
- Added basic features like **secure login**, booking slots, and payment option.

TECHNICAL SKILLS

Languages: Java, JavaScript, SQL

Frontend Technologies: HTML5, CSS3, Bootstrap

Databases: MySQL

Tools: Git, GitHub, VS Code, Eclipse

Core Subjects: Linux(Terminal basics), OS, DBMS, CN, Object-Oriented Programming (OOP)

CERTIFICATIONS & ACHIEVEMENTS

Certified System Administrator (CSA) – ServiceNow [\[View\]](#)

Certified Application Developer (CAD) – ServiceNow [\[View\]](#)

3rd Place – Xhorizon Hackathon 2025 (160+ teams).

Shortlisted in Adobe All India Hackathon among 2,00,000+ participants.

Top 50 – Hack-Now Hackathon (ServiceNow & Deloitte).