

KARTHIC DEVARAJAN RAJKUMAR

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PROFILE SUMMARY

Motivated and responsible student with retail and sales experience seeking a part-time customer service role. Skilled in engaging with customers, understanding their needs, and delivering friendly, efficient service. Strong communication and interpersonal skills with the ability to work well in fast-paced, a team-oriented environments. Eager to contribute positively to a team and provide a high standard of customer satisfaction.

EDUCATION

2026 - Present

UNIVERSITY OF AUCKLAND

- Master in Artificial Intelligence

2019 - 2023

SRI KRISHNA COLLEGE OF
ENGINEERING AND TECHNOLOGY

- Bachelors in Electrical and Electronics
- CGPA - 8.4/10

SKILLS

- Customer service
- Teamwork
- Problem-solving
- Time management
- Adaptability
- Quick learner
- Reliability
- Attention to detail
- Friendly Attitude
- Responsible
- Communication

HOBBIES

- Basketball
- Reading books

AVAILABILITY

- Wed, Sat, Sun - Full Availability
- Mon, Fri - After 2 pm
- Tue - After 10 am
- Thurs - Not Available

WORK EXPERIENCE

Accenture Solutions Pvt Ltd, Chennai, India 2023 - 2026
(Packaged App Development Analyst)

- Developed and customised ServiceNow solutions for McKesson, including Service Catalog and Cloud Catalog modules, streamlining service delivery and enhancing user experience.
- Designed and implemented automated workflows using Flow Designer, reducing manual intervention and improving process efficiency across service operations.
- Collaborated with stakeholders and cross-functional teams to gather requirements and deliver scalable, high-quality ServiceNow solutions aligned with business needs, including plugin development and platform enhancements.
- Supported ServiceNow operations for Roche, handling patch upgrades, incident management, and change enablement to ensure system stability and compliance.
- Optimised change enablement and patch upgrade activities, reducing deadline-driven escalations by 50-60% and improving overall deployment reliability.
- Played a key role in establishing a structured patch upgrade pipeline, significantly improving efficiency, standardisation, and delivery timelines.
- Monitored system health and performance, proactively identifying and resolving issues to maintain platform reliability and availability.

Zoho Corporation, Chennai, India 2022 - 2023
(Project Trainee)

- Developed understanding of Zoho Social product architecture and workflows, applying Java and Swift to explore software functionality.
- Gained practical experience in multithreading and concurrency by working with Java threads, contributing to product performance insights.
- Collaborated with senior developers, improving coding practices, debugging skills, and software problem-solving capabilities.
- Strengthened analytical and logical thinking through hands-on coding tasks
- Applied problem-solving skills to analyse user requirements and suggest practical solutions