

N KARTHIK

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PROFESSIONAL SUMMARY

AI/ML enthusiast with a solid CS foundation and a sharp eye for strategy. Skilled at connecting tech with business needs, driving data-backed decisions, and leading lean, impact-focused execution. Currently deepening expertise in ML, product thinking, and team leadership to take on challenges at the intersection of tech and management.

LINKEDIN

[linkedin.com/in/n-karthik-0a7669266](https://www.linkedin.com/in/n-karthik-0a7669266)

SKILLS

TECHNICAL: AI/ML, FLUTTERFLOW, SYSTEM DESIGN, DBMS, PYTHON, SQL, TENSORFLOW, SCIKIT-LEARN

MANAGEMENT: PROJECT MANAGEMENT, CROSS-FUNCTIONAL TEAM LEADERSHIP, CRM SYSTEMS, PROCESS OPTIMIZATION

TOOLS: GIT, AGILE, SALESFORCE, HUBSPOT

EXPERIENCE

SEP 2022 – NOV 2024

Project & Operations Manager (Remote & Hybrid) | Servmobi Technologies Pvt. Ltd.

Role: Led aftersales operations, managing 20+ technicians across regions, optimizing service delivery and customer satisfaction.

Responsibilities & Achievements:

- Streamlined service operations, CRM processes, and technician dispatch to reduce response time and improve efficiency
- Collaborated with tech teams to develop dashboards for better performance tracking and real-time insights
- Consistently met SLA targets, improved service quality, and increased customer retention through process improvements

EDUCATION

JSS Academy of Technical Education, Bengaluru, Karnataka
Bachelor's Degree in Computer Science & Engineering (AI/ML)

ACHIEVEMENTS AND PROJECTS

- Ranked in the Top 30 in the AICTE Inventors Challenge (National Level)
- Led Corporate Relations & Collaborations for the Entrepreneurship Club under STEP (Student's Technical Entrepreneurship Program)
- Developed an application that matches potential co-founders based on a relevant quiz, facilitating better startup partnerships-

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- AI Sales Forecasting:** Built an ML model for sales prediction, improving inventory management by 15%.
- Co-Founder Matching App:** Developed a **FlutterFlow** app that pairs potential co-founders using a quiz-based algorithm.

- **Sign Language Translating Glove:** Created a **sensor-based glove** that converts sign language gestures into text, enhancing communication for the hearing impaired.
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