

VEERA CHAITANYA

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Summary

Motivated and passionate computer science student with hands-on experience in the MERN stack. Seeking an internship opportunity to apply and expand my skills in web development in a dynamic and growth-oriented environment.

Education

Bonam Venkata Chalamayya Engineering College

B.Tech in CSE (Artificial Intelligence & Data Science)

– CGPA: 7.5 / 10

Odalarevu

2023 – 2026

Bonam Venkata Chalamayya Institute of Technology and Science

Diploma in Computer Engineering

– CGPA: 7.97 / 10

Batlapalem

2020 – 2023

ZPP High School

SSC (10th Class)

– GPA: 8.0 / 10

Ambajipeta

2019–2020

Experience

Customer Service Associate

Dec 2023 – April 2023

GJ Solutions India Pvt. Ltd - Client: Sun Direct DTH

- Resolved 50+ technical and subscription-related issues daily via inbound calls, **improving customer satisfaction and service efficiency by 30%**.
- Delivered real-time troubleshooting via Cisco-based call management systems, **achieving average handling time under 4 minutes and 90% first-call resolution**.
- Maintained accurate records for 50+ daily customer interactions, **boosting team response efficiency by 25%**.

Projects

Payroll Management System

2022

- Developed a Payroll Management System **selected at the district level and advanced to state level** in Andhra Pradesh Tech Fest 2022.
- Implemented salary calculations, deductions, and payslip generation with secure authentication and an intuitive interface.
- Streamlined payroll operations, **reducing report generation time by 30%**.

E-commerce Web App | Full-stack Development

2023

- Developed a full-stack e-commerce application with product listing, filtering, cart, and checkout functionalities.
- Integrated RESTful APIs with secure user authentication and authorization.
- Utilized MongoDB Atlas to store product, user, and order information efficiently.

Task Manager | CRUD Application

2024

- Created a CRUD-based task management tool with Mongoose for database operations.
- Designed a responsive UI using Tailwind CSS for better user experience.

Technologies

Languages: C, C++, Java, Python, JavaScript (Basics)

Frontend: React.js, HTML, CSS, Bootstrap, Tailwind CSS

Backend: Node.js, Express.js

Database: MongoDB, MySQL

Tools & Platforms: Git, GitHub, VS Code

Certifications

ServiceNow Certified System Administrator – ServiceNow (2025)

ServiceNow Certified Application Developer – ServiceNow (2025)

SmartBridge Internship Certificate – SmartBridge Educational Services Pvt. Ltd. (2025)