Chandan Kumar

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[LinkedIn](#) • [Github](#) • [HackerRank](#) • [Personal Portfolio](#)

PROFESSIONAL SUMMARY

An experienced Software Engineer with 3+ years in frontend development using ReactJS, JavaScript, HTML, and CSS at Mphasis since December 2021. Skilled in building user-friendly and efficient web applications in Agile teams. Now shifting to Data Analytics, learning tools like Excel, SQL, Python, and Power BI. Looking to use my technical background and growing data skills to support smart, data-based decisions. Open to new roles as a Data Analyst.

EDUCATION

Bachelor of Engineering (Computer Science)   2016 - 2020
Chandigarh University, Punjab   Grade: 65.2%

Intermediate (Class XII)   2014 - 2016
VKM Inter College, Chas, Bokaro, Jharkhand   Grade: 67.4%

Matriculation (Class X)   2012 - 2013
DAV Public School, Swang CCL, Bokaro, Jharkhand   Grade: 9.4/10.0

EXPERIENCE

Software Engineer   December 2021 - February 2025
Mphasis Ltd.   *Remote*

- Worked on 5 applications as a **Frontend Developer**.
- Hands-on experience in frontend development and UI design.
- Proficient in ReactJS, JavaScript, HTML, and CSS, with a track record of delivering optimized and efficient solutions.
- Skilled in Agile methodologies, communication, and problem-solving, ensuring successful project delivery and client satisfaction.
- Effective collaborator, adaptable to changing environments, and capable of assuming leadership roles as required.

INTERNSHIPS

Newton School Coding Boot Camp   May 2021 - December 2021
Newton School   *Remote*

- **Full Stack Web Development** along with Problem Solving Assignments.
- **Technical Stack learned:** Java, Data Structure, HTML, CSS, JavaScript, Bootstrap and ReactJS.
- Participated in various **Coding Contests** and **Hackathons** organized by the platform.
- Worked on various projects like Portfolio, Online Grocery Websites, Calculator.
- Created games like Rock-Paper-Scissors and Pig Game.

PROJECTS

Bank CRM Analysis, ([Github](#)) ([Demo](#))   May 2025

- Built interactive dashboards to analyze ***churn patterns by age***, ***gender***, ***geography***, and ***credit score***.
- Identified ***high-risk groups*** (e.g., Females 50+, German customers) and stable segments for targeted retention.
- Delivered key insights on product holding, customer value, and proposed data-driven upsell strategies.
- **Role**: Data Analyst, **Tech Stacks/Tools**: Power BI Desktop, MySQL Workbench, MS Office

CHINOOK MUSIC STORE, ([Github](#)) ([Demo](#))   March 2025

- Analyzed customer behavior, revenue trends, and top genre across regions to drive sales insights.
- Identified Rock as the top-selling genre and high-value customers like František Wichterlová (**$144.54**).
- Found strong genre and artist affinities (e.g., Rock and Metal, Green Day and Led Zeppelin) for cross-promotion.
- Recommended top 3 Rock albums for promotion and region-specific strategies to boost engagement.
- **Role:** Data Analyst, **Tech Stack/Tool:** MySQL Workbench, MS Excel, MS Word, MS PowerPoint

IT Ticket Analysis Report (2016-2020), (Github) (Demo)   January 2025

- Analyzed **97,000+** IT support tickets from **2016 to 2020** to evaluate resolution efficiency, agent performance, and employee satisfaction.
- Found that System-related issues made up **40%** of tickets, and mid-level severity (**Level 2**) was the most frequent.
- Discovered over **25,000** tickets were resolved on the same day, with peak delays at **1, 5, and 6 days** needing improvement.
- Satisfaction scores improved steadily over the years, with agents aged **52-55** receiving the highest average ratings.
- **Role**: Data Analyst, **Tech Stack/Tools**: Microsoft Excel (Formulas, Pivot Tables, Charts, Conditional Formatting, Dashboards, etc.), MS Word, MS PowerPoint.

Recipes Radar - Recipes Discovered, Tastes Savored (React Project), (Github) (Demo)   February 2024

- Developed a ***React app*** enabling users to search food recipes with filter options, using ***Dummy JSON*** to fetch recipe data from the ***API***.
- Enhanced the UI by integrating ***libraries*** such as ***react-router-dom, react-icons, and Tailwind CSS.***
- **Role**: Frontend Developer, **Tech-Stack**: Pure React Concepts.

CERTIFICATIONS

Professional Data Science Course, Newton School   December 2024

- **Professional Data Science Course** along with Analytics Assignments.
- **Technical Stack learned:** Spreadsheet (Excel Google Sheets), Structured Query Language (SQL), Power Bi, Dashboards and Visualizations.
- Participated, Cleared and Mastered in various ***Module Contests*** organized by the platform.
- Worked on various projects like ***IT Ticket Analysis (Spreadsheet)***, **Chinook Music Store** *(SQL), Bank CRM Analysis (PowerBI)*.
- ***Scored 80-100%*** in respective projects.

SKILLS

Computer Languages: Java, JavaScript, CSS, HTML, SQL, Python
Data Tools: Power BI
Software Packages: MySQL, Excel, Redux, React
Soft Skills: Communication Skills, Responsibility, Teamwork, Decision-making, Time management, Leadership
Others: Analytics, Spreadsheet, Microsoft Office

EXTRA-CURRICULAR ACTIVITIES

- H4H Member (Help for Humanity) at Chandigarh University during covid situation.
- Participated in "EFFECTUS 2019" at Chandigarh University with the leaders from top most IT companies.