

# Himanshu Kumar

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## Summary

Curious and passion-driven Software Engineer with hands-on experience in Python, data processing, and backend development, skilled in AI/ML. Skilled at building clean, reliable systems and translating data into insights that guide smart decisions. Passionate about learning, solving real-world problems, and collaborating across teams to create impact.

## Experience

**Software Engineer, LTIMindtree** – Kolkata, WB March 2023 - Present

- Worked primarily with client **Slide Insurance LTD.**
- Designed and customized **Duck Creek Billing workflows**, streamlining policy creation and payment processes, which improved **transaction efficiency by 30%**.
- Spearheaded the modernization of a **legacy .NET-based enterprise system**, successfully migrating backend services to a scalable **Python (Django) architecture**.
- Engineered equivalent **Django models, REST APIs, and database schemas (PostgreSQL)** by analyzing and refactoring existing **ASP.NET Web API and MSSQL services**.
- Increased **operational efficiency** in consumer sector with a **RAG powered chatbot** that handles over **20,000+ user queries per month**.
- Collaborated with cross-functional teams to embed **modern search, API standardization, and scalable design patterns**, laying the foundation for **future AI/ML-driven enhancements**.

**In-House Orchard Training, LTIMindtree** – Mumbai, MH Dec 2023 - March 2023

- Gained proficiency in .NET, C#, Python, Angular, MVC, REST API, and SQL, developing full-stack applications in an Agile environment.
- Utilized Git for version control, collaborating in Agile teams to enhance software functionality and maintain code integrity.

## Education

**Techno Main Salt Lake**, B.Tech - Information Technology | CGPA: 8.07 Jul 2019 - Jun 2023

- **Coursework:** Data Structure & Algorithm | Object Oriented Programming | Design & Analysis of Algorithm | Database Management System

**C.A.B.S College**, Intermediate - PCM | CGPA: 8.07 Apr 2017 - May 2019

**ST. Joseph Public School**, Matriculation | CGPA: 9.0 Apr 2016 - Mar 2017

## Projects

**Sentiment Analysis from Text Feedback**

- Built an **NLP-based sentiment analysis model** to classify customer feedback into **positive, negative, and neutral sentiments**.
- Leveraged **Python, Scikit-learn, and NLTK** for preprocessing (tokenization, stopwords removal) and model training.
- Improved feedback analysis accuracy by enabling **automated insights** from unstructured text, helping clients to identify key pain points and satisfaction drivers.

## AI-ECOM: E-commerce Platform

- Built an e-commerce platform with standard features including authentication, product browsing, cart management, and checkout flow.
- Designed with a responsive UI using Next.js, Tailwind CSS, and TypeScript for optimal user experience.
- Backend powered by Django REST Framework with PostgreSQL for production and development.

## Indian Hand Gesture Recognition

- Lead the team to build a real-time Indian Sign Language (ISL) recognition system using SURF, SVM, and CNN for precise classification.
- Orchestrated end-to-end project execution, overseeing dataset management and pre-processing.

## Personalized Email Campaign System

- Designed an **agentic workflow** using **Autogen** to create agents that **write, review, and rewrite** personalized emails for cold customers.
- Leveraged **GPT-4o** to generate high-quality personalized emails, increasing **customer return rate by 5%**.

## AI-Powered Semantic Search for Customer Service Portal

- Designed and deployed an **embedding-based semantic search system** to replace the client's keyword-based ticket search.
- Enhanced user experience by providing quick access to past tickets, resulting in a **40% reduction in ticket creation**.
- Integrated a **solution and problem summary feature** powered by **GPT-4**, enabling faster resolution of issues.

## AI/ML Practical Applications Portfolio

- Developed 10 hands-on ML projects to explore end-to-end AI/ML workflows using Python.
- Projects include chatbot (rule-based & LLM), resume parser, fake news detector, sentiment analysis, and more.
- Covered core areas: classification, regression, NLP, recommendation, model deployment.
- Tech stack: Python, scikit-learn, Pandas, NLTK, Streamlit, Matplotlib.

## Skills

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**Programming Languages:** Python, C++, C#, SQL, JavaScript.

**Frameworks & Libraries:** Django, Flask, FastAPI, Langchain, Tensorflow, PyTorch, NumPy, Pandas, Matplotlib, Azure, OpenAI.

**Databases:** MySQL, PostgreSQL, Duck Creek Database.

**Platforms & Tools:** Linux (Ubuntu), Windows, Git, GitHub, Docker, Kubernetes, Streamlit, Swagger, Heroku.

**Familiar with:** MLOps, LLMops, PySpark, Databricks

## Certification

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**DP:900** Microsoft Certified Azure Data Fundamentals

**AZ:900** Microsoft Certified Azure Fundamentals

Machine Learning by Andrew Ng

## Achievements

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**Star Performer Award** – Received for **3 consecutive quarters** in recognition of exceptional performance.

**Client Recognition Award** – Honored by the client for **outstanding and dedicated work**.

**State Rank Qualifier** – Achieved in **Smart India Hackathon (SIH)**.