

KUMAR SHIVAM

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EXPERIENCE

Software Analyst | Translink, Canada (Co-op)

Apr 2023 - Dec 2023

- Created Full Stack **Flask** app, integrating Azure **GPT** for enhanced Azure **DevOps** user story suggestions, slashing QA time by **90%**
- Automated testing process in Azure **CI** pipeline by implementing Selenium Webdriver for 2 products, reducing testing time by **85%**
- Optimized data retrieval from Azure Repos by integrating with **SQL DB**, resulting in a significant reduction of retrieval time by **30%**
- Leveraged **Power BI** to develop **20+** insightful data visualizations for rapid insights into project deployment and automation testing metrics

Project Lead | SFU Blueprint, Canada (Volunteer)

Sep 2023 - Dec 2023

- Led the development of a club website using HTML, CSS, and **React**, amplifying the club's visibility and extending its reach to nonprofits
- Orchestrated **GitHub Actions** for automated testing and deployment on Vercel, achieving a **20%** reduction in the release process timeline

Software Developer | Acronotics, India (Full-Time)

Oct 2021 - Aug 2022

- Built and deployed a scalable NLP-based intelligent bot that handled **20k+** employees, resulting in a **35%** reduction in service tickets
- Engineered user language prediction by integrating Cognitive Services using **Node.js** backend, enabling bot to understand **7+** languages
- Integrated **Application Insights** for data collection, giving data-driven optimizations and achieving a **15%** increase in user review rating
- Developed REST **APIs** in **Express.js** to create support tickets and connect live agents, resolving unhandled bot intents promptly

Project Engineer | Wipro, India (Full-Time)

Jul 2018 - Sep 2021

- Analyze financial transactions using **Neo4j**, boosting accuracy by **15%** in identifying patterns of fraud and money laundering transactions
- Extracted and processed data (**Python**) for a text-to-audio ML model, enhancing its performance by **5%** for domain-specific keywords
- Implemented a research paper to clean Schwa (unstressed sound) from the dataset, improved model quality by **25%**
- Collaborated in a team of 10, delivered client **demos**, and achieved milestones through effective **communication skills** and **teamwork**

EDUCATION

Professional M.S. in Computer Science | Simon Fraser University (SFU), Canada

Sep 2022 - Apr 2024

Notable Coursework: Big Data, Distributed & Cloud Systems, Machine Learning, Statistical Learning, Visual Analytics

B.Tech in Computer Science | Vellore Institute of Technology (VIT), India

Jul 2014 - Apr 2018

Notable Coursework: OOPs, Data Structures and Algorithms, Computer Networks, Database, Computer Architecture, Cloud Computing

PROJECTS

Personal Website | Canada

Nov 2023 - Nov 2023

- Developed a responsive web application using HTML, CSS, and React, employing **media queries** for mobile & desktop adaptability
- Utilized React components and the **state hook** to manage the navigation hamburger, enhancing user interaction
- Leveraged React's **JSX** syntax for declarative frontend UI development, ensuring code readability and maintainability
- Implemented a **modular** approach by storing data in a separate **JS** file, facilitating easy content updates

Yelp Data Analysis and Review Prediction | SFU, Canada

Sep 2022 - Dec 2022

- Used **PySpark** to analyze JSON files, identified users and review trends over the last **15** years to understand growth
- Utilized **SparkML** to establish a relationship between the user and business attributes, predicting user ratings for businesses
- Conducted sentiment analysis on review text using **NLTK** and **Textblob** library, incorporating findings into the prediction model

TECHNICAL SKILLSET

Coding: Python, Node.js, Express.js, C/C++, MongoDB, Apache Spark, Hadoop, SparkML, Flask, FastAPI, JSON

Analytics: MySQL, ETL/ELT, Power BI, Tableau, Azure GPT, Cosmos DB, Blob Storage, PostgreSQL, Neo4j, Data Analysis

DevOps: GIT, Github Actions, Jira, Azure DevOps, Pipelines, REST API, CI/CD, Docker, Microservices, Automation, Debugging

WebTech: HTML, CSS, JavaScript, React, VSCode, Agile, Selenium, NUnit, Postman, Documentation, Visual Studio

Certification: Microsoft Azure AI Engineer Associate

Jan 2021