

KUMAR SHIVAM

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TECHNICAL SKILLSET

Skills: · Python · SQL · HTML · CSS · JavaScript · ES6+ · React · Node.js · R · Express.js · C/C++ · PySpark · Hadoop · Github Actions · ETL · GIT · NUnit · Cosmos DB · MongoDB · JSON · Debugging · Power BI · VSCode · SparkML · Selenium · Bot Framework · Neo4j · AWS · Postman · Agile · Jira · Azure DevOps · REST API · Automation · CI/CD

Certification: Microsoft: Azure AI Engineer Associate

EDUCATION

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

Sep 2022 - Apr 2024

Notable Coursework: Programming for Big Data, Distributed & Cloud Systems, Machine Learning, Statistical Learning

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 Systems, Cloud Computing

EXPERIENCE

Data Analyst | Translink, Canada (Co-op)

Apr 2023 - Dec 2023

- Developed a **Flask** app, processing 10k+ work items on **Azure DevOps**, integrated Azure **GPT** for work-item improvement suggestions
- Engineered a **Python** script fetching Azure Repos & Pipeline data, utilized Azure **SQL DB** for seamless storage and management
- Leveraged **Power BI** for insightful visualizations of data, providing valuable data-driven insights for decision-making
- Implemented automated testing using **Selenium** WebDriver in **C#** with **NUnit**, incorporating new Selenium 4 features

Project Lead | SFU Blueprint, Canada (Volunteer)

Sep 2023 - Dec 2023

- Developed club website using HTML, CSS, and **React**, enhancing the accessibility of technology services for non-profits
- Configured **GitHub Actions** with YAML file to automate testing, building, and deployment on Vercel, streamlining the release process

Software Developer | Acronotics, India (Full-Time)

Oct 2021 - Aug 2022

- Built and successfully deployed a scalable intelligent bot capable of handling **20k+** employees for quick and efficient support
- Integrated Azure Cognitive Services using **Node.js** at the backend, enabling the bot to understand user intent in **7** different languages
- Developed **REST APIs** to create support tickets and connect live agents, resolving unhandled bot intents promptly
- Enabled fault tolerance and higher availability by deploying backup servers across multiple AZs, achieving **99.95%** availability
- Integrated **Application Insights** for data collection, used **Kusto Query** Language to analyze telemetry. Insights guided data-driven optimizations and informed future enhancements, resulting in a significant **15%** increase in user ratings

Project Engineer | Wipro, India (Full-Time)

Jul 2018 - Sep 2021

- Extracted English and Hindi data from websites, refined and formatted with **Python** for optimal integration into a text-to-audio ML model, enhancing its performance by **5%** for domain-specific keywords
- Utilized **Neo4j**'s graph DB to analyze transactional data, enabling the detection of faulty transactions and money laundering
- Collaborated in a dynamic team, delivered client **demos**, and achieved project milestones through **communication** and **teamwork**

PROJECTS

Personal Website | Canada

Nov 2023 - Nov 2023

- Developed a responsive website 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 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

- Did sentiment analysis on review text using Python's **NLTK** and **Textblob** library to use as a feature in the prediction model
- Used **PySpark** to read JSON files to find the users and review trends over the last 15 years to understand the growth
- Utilized **SparkML** to find a relationship between the user and business attributes to predict user rating for a business