KUMAR SHIVAM

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TECHNICAL SKILLSET

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

Certification: Microsoft: Azure AI Engineer Associate *Jan 2021*

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

Software 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
· Implemented automated testing in Azure CI pipeline using **Selenium** WebDriver in **C#** with **NUnit**, enabling automation for teams
· 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
· Developed and presented a product during the Garage Day hackathon for review by company executives

Project Lead | SFU Blueprint, Canada (Volunteer) *Sep 2023 - Dec 2023*

· Led and developed a club website using HTML, CSS, and **React**, enhancing the accessibility of technology services for nonprofits
· 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 deployed a scalable intelligent bot capable of handling **20k+** employees, resulting in **36%** lower service tickets
· Integrated Azure Cognitive Services using **Node.js** at the backend, enabling the bot to understand user intent in **7** different languages
· Integrated **Application Insights** for data collection, giving data-driven optimizations and achieving a **15%** increase in user ratings
· Enabled fault tolerance and higher availability by deploying backup servers across multiple AZs, achieving **99.95%** availability
· Developed **REST APIs** to create support tickets and connect live agents, resolving unhandled bot intents promptly

Project Engineer | Wipro, India (Full-Time) *Jul 2018 - Sep 2021*

· Utilized **Neo4j**'s graph DB to analyze transactional data, enabling the detection of faulty transactions and money laundering
· Extracted and processed data (**Python)** for a text-to-audio ML model, enhancing its performance by **5%** for domain-specific keywords
· Collaborated in a dynamic team, delivered client **demos**, and achieved milestones through effective **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*

· 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