

# Siva Kumar

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## Professional Profile

Detailed-oriented and analytical Backend Developer with hands-on experience in Python, Flask RESTX, and relational databases. Skilled in designing APIs, optimising data workflows, and automating processes to enhance system performance. Experienced in version control, CI/CD pipelines, and deploying applications using GitHub Actions and Docker. Strong communicator with a problem-solving mindset and a passion for building efficient, reliable, and scalable backend systems.

## Key Skills Summary

### Technical Skills

Python, Flask RESTX, File Parsing

**Databases:** SQLite, MySQL, Postgres SQL

**Tools:** GitHub, Docker, Swagger, Jira, API, GitHub Actions

**Methodologies:** Agile, CI/CD, REST design

### Personal Attributes

Strong analytical and logical thinking

Detail-oriented

Collaborative communicator

Continuous learner

Passion for software quality and best practices

## Achievements

- Proactively observed and learned debugging techniques from the IT team, enabling independent resolution of recurring issues and reducing store downtime by over 30%.
- Systematically reorganised existing stock to optimise space and accommodate new inventory efficiently by 50%.
- Enhanced fruit-picking accuracy as a second checker, improving overall team productivity by 80%.
- Supported store management with clerical and back-end operations, streamlining inventory management processes and freeing up 2+ staff hours weekly for customer service and revenue-generating activities.

## Professional Experience

### IT Support Analyst (Voluntary)

April 2022 - Present

APG and Co Pty. Ltd., Sydney

- Efficiently provided first-level troubleshooting and user support for 15+ staff across hardware and software issues, reducing downtime due to such errors by over 200%.
- Accurately assisted with device setup, software installations, and email configuration for new and existing users, decreasing time taken for set-ups by 80%.
- Promptly coordinated with internal IT teams to escalate and resolve 5+ advanced technical issues yearly, ensuring minimal disruption to business operations.

## Notable Projects

### AI-Powered Mandarin Learning Assistant

- Capstone development project to build an AI-based assistant for Mandarin learning as a web application.
- Group project where responsibilities included implementing Pinyin parsing, integrating AI API, testing responses, collaborating on GitHub.
- Contributed as part of a team that developed an AI assistant for language learning.
- Learned NLP, API integration, and collaborative CI/CD workflows.

# Professional Development

## IT Professional Year Programme (ACS)

*Performance Education, Sydney, NSW*

*May 2025 - Present*

- Trained in Australian Business Culture, industry practices, technical communication and presentation skills.
- Gaining practical experience to enhance employability in the IT sector

# Education

## Masters in Information Technology

*University of New South Wales*

*Feb 2023 - Mar 2025*

Relevant subjects: Data Structures and Algorithm, Data Services Engineering, Information Retrieval and Web Search

## Bachelors in Electronics Engineering

*Singapore University of Social Sciences*

*Jan 2015 - Mar 2020*

# Certification

## SAP-ERP

*Lithan Hall Academy Pte Ltd, Singapore*

*2019*

# Interest and Hobbies

- Learning about technologies in other IT sectors
- Study aviation incident case studies to learn human factors, risk management, Crew Resource Management and problem-solving.

# Reference

Available on request