

# Siva Kumar

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## Professional Profile

Driven and enthusiastic Software Engineer with a strong foundation in Python, C++, and API integration. Passionate about leveraging data and technology to solve meaningful business challenges. Skilled in problem-solving and adaptable in dynamic environments, with proven achievements in IT support and academic projects. Recognized for clear communication, initiative, and a results-oriented approach to tackling challenges and driving continuous improvement.

## Key Skills Summary

### Technical Skills

**Languages:** Python, C++, Java

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

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

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

### Personal Attributes

Analytical thinker

Adaptive learner

Detail-oriented

Collaborative communicator

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

### Smart Travel Planner API

- Development project to design a REST API for smart travel planning and recommendations with Python, Flask RESTX, SQLite database, Swagger and APIs (German Railways and Google Gemini AI).
- Built REST endpoints, integrated Google Gemini AI SDK API, tested responses, wrote documentation.
- Delivered a functioning API with Swagger documentation.
- Learned REST design, API integration, and CI/CD workflows.

### Proximity-Based Search Engine

- Development project to implement a search engine with ranked retrieval with Python and Natural Language Toolkit (NLTK).
- Built inverted index, implemented stemming, tokenisation, lemmatisation, positional scoring.
- Produced search engine with ranking.
- Learned Information Retrieval concepts and Natural Language Processing techniques.

### **AI-Powered Mandarin Learning Assistant**

- Capstone development project to build an AI-based assistant for Mandarin learning as a web application.
- Group project where tasks 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*

Relevant subjects: Object Oriented Programming

## **Certification**

### **SAP-ERP**

*Lithan Hall Academy Pte Ltd, Singapore* *2019*

1. Develop proof of concept
2. Determine business expectations and needs
3. Programme Management
4. Change Management

## **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