Ritesh Kumar

Arwal, Bihar 804419

📞 7258852660 ✉ riteshkumar6022@gmail.com 💼 linkedin.com/in/riteshkumarp/ github.com/Riteshkumar00/

Experience

IT Support Traniee   **Since 2025**

Lovely Professional University

- Assisted over 300+ students in effectively using University Interface, ensuring a 95% resolution rate for their queries.
- Coordinated with the technical team to identify and implement efficient solutions, reducing query resolution time by 30%.
- Collected and analyzed student feedback, delivering actionable insights that improved IT services by 20%.
- Resolved over 300+ queries related to UMS, email IDs, and university-specific websites, ensuring a seamless student experience.

Projects

E-Learning Website – Codex Container | HTML, CSS, JavaScript, Firebase, Docker, Jenkins,AWS **Feb 2025 - Apr 2025**

- Built a responsive E-Learning platform for delivering educational content with user authentication, clean UI, and dynamic page navigation.
- Designed the front-end using HTML, CSS, and JavaScript, ensuring a smooth user experience across devices.
- Integrated Firebase Authentication for secure user login/signup and Firebase Realtime Database to manage user/course data.
- Containerized the application using Docker to ensure consistent environment setup and simplified deployment.
- Implemented CI/CD pipeline with Jenkins, automating the build, test, and deployment process for faster and reliable delivery.
- Applied form validations, added social sign-in options, and enhanced UX with intuitive layouts and branding.
- Repository Link: bit.ly/Codex-Container

Interactive Dashboard / Excel   **Mar 2024 - May 2024**

- Designed an interactive dashboard to analyze 2022 India sales trends, enhancing data visualization and decision-making efficiency.
- Provided insights into sales performance across different channels, including online platforms, retail stores, and direct sales
- Repository Link: bit.ly/3EtAUGR

Dashboard uisng Tableau / Tableau   **Apr 2024 - May 2024**

- Developed an interactive dashboard to analyze road accidents in England (2018-2021), enhancing trend analysis and decisions.
- Analyzed accident trends, severity, locations, and factors to improve road safety decisions.
- Repository Link: bit.ly/4gwygxq

Certificates

Data Analyst Associate   **Mar 2025**

Datacamp — bit.ly/DataAnalystAssociateRitesh

IBM DevOps and Software Engineering   **Feb 2025**

Coursera — bit.ly/3CI7DYb

Excel skills for business specialization   **Apr 2024**

Coursera — bit.ly/3CI7DYb

Technical Skills

Skills & Data Visualization Tool: Data Structures and Algorithms, Problem-Solving, Excel, Tableau, SQL, PowerBI

Technologies/Frameworks: Git, GitHub, Ubuntu, Docker, Hadoop, Jenkins

Languages: Java, C++, Python, HTML, JavaScript, CSS, NodeJs

Cloud Platform: AWS, Azure, Render

Databases: MySQL, MongoDB

Education

Lovely Professional University Punjab   **2022 – 2026**

Computer Science and Engineering — CGPA: 7.43   *Jalandhar, Punjab*

Bal Vidya Niketan   **2020 – 2022**

12th with Science — Percentage: 60.8%   *Jehanabad, Bihar*

Bihta Public School   **2018 – 2020**

10th with Science — Percentage: 80.2%   *Bihta, Patna*