

Ritesh Kumar

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Experience

IT Support Trainee

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.

Data Encoder

Dec 2024 – Jan 2025

Lovely Professional University

- Identified and rectified missing data within institutional software, increasing data accuracy by 100% and ensuring compliance
- Trained and supported faculty in software usage, reducing technical issues by 30% through clear guidance
- Collaborated with the examination department, streamlining data coordination and cutting processing time by 15%.

Projects

Interactive Dashboard / Excel

Mar 2024 - May 2024

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

Dashboard using Tableau / Tableau

Apr 2024 - May 2024

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

Snake Game / Python

Aug 2022 - Sep 2022

- Developed a classic Snake game using Python, featuring real-time player controls, collision detection, and score tracking
- The game increases in difficulty as the snake grows, enhancing the user experience
- Repository Link: bit.ly/4gnHcFe

Certificates

Excel skills for business specialization

Apr 2024

Coursera — bit.ly/3CI7DYb

Data analysis with Tableau

Nov 2024

Coursera — bit.ly/4hApJtW

Communication strategies for a virtual age

Coursera — bit.ly/3X7zhVR

Mar 2023

Technical Skills

Languages: C++, Java, Python

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

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

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: 80.8%

Jehanabad, Bihar

Bihta Public School

2018 – 2020

10th with Science — Percentage: 80.2%

Bihta, Patna