# Ritesh Kumar

# Arwal, Bihar 804419

 7258852660 [](mailto:surajsingh5092@gmail.com) riteshkumar6022@gmail.com [](https://www.linkedin.com/in/suraj-singh-5092/) linkedin.com/in/riteshkumarp/ [](https://github.com/suraj-singh12) [github.com/Riteshkumar00/](https://github.com/suraj-singh12)

# Experience

**IT Support Traniee Since 2025**

*Lovely Professonal 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 Professonal University*

* Identified and rectified missing data within institutional software, increasing data accuracy by 100% and ensuring comliance
* 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

**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](https://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](https://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](file:///E:\SEM%206\bit.ly\4gwygxq)

**Snake Game** *|* Python**Aug 2022 - Sep 2022**

* Developed a classic Snake game using Python, featuring real-time player controls, collision detection, and score tracking.
* Enhanced user experience by increasing game difficulty as the snake grew.
* Repository Link: [bit.ly/4gnHcFe](https://bit.ly/4gnHcFe)

# Certificates

**Data Analyst Associate Mar 2025**

*Datacamp —* [*bit.ly/DataAnalystAssociateRitesh*](https://bit.ly/DataAnalystAssociateRitesh)

**IBM DevOps and Software Engineering Feb 2025**

*Coursera —* [bit.ly/3CI7DYb](https://bit.ly/3CI7DYb)

**Excel skills for business specialization Apr 2024**

*Coursera —* [bit.ly/3CI7DYb](https://bit.ly/3CI7DYb)

**Data analysis with Tableau Nov 2024**

*Coursera —* [bit.ly/4hApJtW](https://bit.ly/4hApJtW)

**Communication strategies for a virtual age Mar 2023**

*Coursera —* [bit.ly/3X7zhVR](https://bit.ly/3X7zhVR)

# Technical Skills

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

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

**Cloud Platform**: AWS, Azure, Render

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

# Achivements

Secure a 2nd Position In Science Exhibition

4 Star Coder At Hacker Rank in CPP

400+ Questions solved on Leetcode

# 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*