

# Sourav Kumar

souravkumarjsr01@gmail.com | +91-6371414274 | Github | LinkedIn

## PROFESSIONAL EXPERIENCE:

### **Analyst Capgemini**

December 2022 – January 2025 | Kolkata, India

- Led development of a custom OpenAI-based Image Generator within the ServiceNow platform enabled text-to-image functionality for internal POCs, reducing manual creative effort by 60%.
- Designed and deployed a smart Virtual Customer Service Chatbot, integrated with product catalog APIs, improving internal query resolution efficiency by 40%.
- Built modular, scalable ServiceNow components using JavaScript, Virtual Agent, and APIs.
- Assisted with testing and deployment of ServiceNow modules, ensuring smoother and faster updates.
- Developed an NLU-powered ticketing system that allowed users to raise tickets using natural language achieving over 85% accuracy in intent recognition.

### **Full Stack Developer Workspot**

January 2022 – March 2022 | Bangalore, India

- Designed and developed dashboards and management tools for company operations.
- Worked on multiple POCs covering both frontend and backend functionalities.

### **Front End Developer Lyearn**

June 2020 – March 2021 | Gandhinagar, India

- Designed and developed websites for clients with responsive layouts and interactive UI.
- Worked on multiple POCs delivering clean UI and smooth functionality.

## ACHIEVEMENTS:

- Winner — ServiceNow Gen AI Hackathon 2024 (DCX Global, Capgemini)

## CERTIFICATIONS:

- ServiceNow CSA | CIS | Virtual Agent Micro
- Advanced React Scrimba

## EDUCATION:

B. Tech - Computer Science and Engineering

**Gandhi Engineering College (BPUT), Bhubaneswar**

September 2018 - September 2022

CGPA : 8.79

## SKILLS:

**Languages:** TypeScript, JavaScript (ES6+), HTML5, CSS3

**Frameworks/Libraries:** React.js, Redux, Next.js, Bootstrap, Express.js

**APIs & Authentication:** RESTful APIs, JWT

**Databases:** Firebase, MongoDB

**Testing:** Jest

**Tools:** Git, GitHub, Postman, VS Code

**Project Management & Methodologies :** Jira, Agile/Scrum