Sourav Kumar

souravkumarjsr01@gmail.com | +91-6371414274 | GitHub | LinkedIn | Portfolio

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 Worksbot

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, ServiceNow

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

APIs & Authentication: RESTful APIs, JWT

Databases: Firebase, MongoDB

Testing: Jest

Tools: Git, GitHub, Postman, VS Code

Project Management & Methodologies : Jira, Agile/Scrum