VARUN KUMAR

Project Assistant

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SUMMARY

I am a Developer with 2.5 years of experience in Python, SQL, and Power BI. Skilled in data management, WordPress, and client relations, I deliver solutions within SLA timelines while being committed to continuous learning and effective team collaboration

EXPERIENCE

Project Assistant
Hemmersbach India Pvt. Ltd

01/2022 - 01/1970
Bangalore, India

A company specializing in IT services and support in Hewlett Packard (HPI-HPE) Projects

- Contributed to the development and support of Hewlett Packard projects, ensuring high-quality service delivery
- Assisted in Lenovo data management projects, using SQL and Power BI to provide actionable insights, reducing report generation time by 30%
- Managed customer support tickets, utilizing SQL and data management tools, reducing ticket resolution time by 15%
- Collaborated with teams using GIT for version control, ensuring efficient management of codebase changes
- Analyzed customer tickets and assigned technicians using data-driven approaches, enhancing response times
- Trained new team members on process workflows and development tools such as PyCharm, SFDC, and AWS, improving overall team productivity by 10%
- Provided technical support and troubleshooting for VIP clients such as Meta, Facebook, Ericsson, VISA, AT&T, and others, ensuring SLA compliance
- Received multiple 'Wow Maker' nominations for outstanding performance in resolving high-priority incidents

PROJECTS

Bengaluru Metro App (Namma Metro)

An application to assist commuters in accessing metro information

- Developed a user-centric mobile application for Bengaluru Metro commuters, providing intuitive navigation with comprehensive route maps, station details, and real-time transit updates to enhance the commuter experience.

On-Page SEO Optimization for Hemmersbach Pvt Ltd Service Pages

- Optimized Hemmersbach's service pages by refining content, keywords, meta tags, and technical elements to improve search engine rankings and user experience.

Collaborative Enhancement of Hemmersbach Pvt Ltd Product and Service Descriptions

- Worked with the team to refine Hemmersbach's product and service descriptions, making them clearer, more engaging, and aligned with customer needs for a better user experience.

Sample Web Server

A personal project utilizing Docker for image creation

- Developed a standardized Docker base image to serve as a consistent foundation for application deployments, ensuring efficient, repeatable, and scalable environments across development, testing, and production stages.

Chatbot Project

A project focusing on chatbot development and deployment

- Designed and developed a fully functional chatbot, utilizing natural language processing (NLP) technologies, and deployed it as an open-source project to provide accessible, customizable conversational AI solutions for the developer community.

STRENGTHS

Problem-Solving and Analytical Thinking

Client Communication and Relationship Management

Team Leadership, Training and Mentorship

Technical Analysis and Application Development

Strong SLA Compliance and Deadline Management

KEY ACHIEVEMENTS

⚡ **Best Quarterly Performer**
Best Quarterly Performer at Hemmersbach India Pvt. Ltd for achieving a 95% success rate in resolving high-priority tickets within 24 hours

SKILLS

Android Studio · AWS · CSS · Docker · Git · HTML · JavaScript · Kubernetes · Microsoft Power BI · PyCharm · Python · SFDC · SQL · WordPress · Gmail

EDUCATION

Bachelor's Degree in Computer Application
CMR University
2019 - 2022   Bengaluru, KA

Master's Degree in Computer Aplication (AI)
Jain University
2023 - 2025   Bengaluru, KA