SHIVAM KUMAR
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OBJECTIVE

A highly motivated and diligent software engineering student with a passion for learning and innovation. I am seeking an internship or full-time opportunity in a forward-thinking organization where I can apply my technical skills and academic knowledge in a challenging environment. My goal is to contribute to the organization's success while continuing to develop professionally in a collaborative and growth-oriented workplace.

SKILLS

- **Programming Languages**: Java, Python
- **Web Development:** HTML
- **DBMS (Data Base Management Systems):** MySQL
- **Operating Systems**
- **Microsoft Tools:** Word, PowerPoint, Excel
- **Soft Skills:** Observation, Decision Making, Communication, Multi-tasking

EDUCATIONAL DETAILS

- **LNCT University, MP**   **2020 - 2024**
  B.Tech. In CSE with specialization in AI & ML | **CGPA** 8.26
- **St. Xaviers Public School**   **2017 – 2020**
  XII & X (CBSE Board)

EXPERIENCE

Startek | October 2024 – Present

- **Customer Support Associate**
- Assisted customers with queries.
- Handled complaints and provided resolutions.
- Maintained records of customer interactions.

PROJECTS

- **Object Detection with OpenCV**   **Aug 2023 – Oct 2023**
  Brief:
  Prepared images by resizing, normalizing, and reducing noise.
  Extracted features using methods like Haar Cascades or HOG.
  Identified and classified objects using trained models.

- **Stock Price Prediction using LSTM Neural Network**   **May 2022 – June 2022**
  Brief:
  Built a stock price prediction model using LSTM neural networks.
  Utilized the NSE TATA GLOBAL dataset for stock price analysis.
  Created a dashboard using Plotly Dash to display stock predictions.

PROGRAMS & PARTICIPATIONS

- **Google Cloud Ready Facilitator Program** | April 2022 – April 2023

COURSES & CERTIFICATIONS

- **CISCO Certified**: Introduction to Networks and Introduction to Cybersecurity
- **Microsoft Certified**: Microsoft AI Classroom Series
- **Infosys Certified:** Artificial Intelligence Primer Certification