Chandan Kumar

LinkedIn • Github • HackerRank • Personal Portfolio

PROFESSIONAL SUMMARY

Data Analyst with a strong foundation in software engineering and 3+ years of experience in frontend development. Proficient in SQL, Excel, Python, and Power BI with hands-on experience in real-world analytics projects and business dashboards. Actively transitioning into data roles by leveraging both technical and analytical skills to solve business problems and drive data-informed decisions that contribute to business growth.

EDUCATION

Bachelor of Engineering (Computer Science)2016 - 2020Chandigarh University, PunjabGrade: 65.2%Intermediate (Class XII)2014 - 2016VKM Inter College, Chas, Bokaro, JharkhandGrade: 67.4%Matriculation (Class X)2012 - 2013DAV Public School, Swang CCL, Bokaro, JharkhandGrade: 9.4/10.0

EXPERIENCE

Software Engineer Mphasis Ltd. December 2021 - February 2025 Remote

- Led the frontend migration of a large-scale enterprise application from Angular to ReactJS within a tight 25-days deadline, collaborating with a team of 8 members, served as the primary frontend developer.
- Delivered 5+ production-ready applications, enhancing performance by 30% through clean, optimized ReactJS, JavaScript, HTML, and CSS implementations, while integrating SQL-based components for dynamic data rendering.
- Collaborated with 30+ cross-functional team members in Agile sprints, achieving a 15% faster feature delivery rate and ensuring smooth project execution; also utilized Excel for sprint tracking and effort estimation.
- Resolved 150+ frontend issues/bugs via JIRA, contributing to a 20% rise in client satisfaction, as acknowledged in regular stakeholder reviews; performed backend data validations using SQL queries.
- Received 6 individual awards (Kudos) and 2 team awards (Synergic Workforce) for excellence in delivery, collaboration, and technical execution, praised directly by Delivery Manager and Client.

INTERNSHIPS

Newton School Coding Boot Camp Newton School

May 2021 - December 2021 Remote

- Completed an intensive 7-month Full Stack Web Development Bootcamp focused on real-world project building.
- Gained hands-on skills in Java, DSA, ReactJS, HTML, CSS, JavaScript, and Bootstrap.
- Built multiple projects including Portfolio, Online Grocery Website, and games like Rock-Paper-Scissors.
- Participated in platform-led **Hackathons** and **Coding Contests** to enhance problem-solving ability.

PROJECTS

BANK CRM ANALYSIS - Power BI (Github) (Demo)

May 2025

- Built interactive dashboards to analyze churn patterns by age, gender, geography, and credit score.
- Identified *high-risk groups* (e.g., Females 50+, German customers) and stable segments for targeted retention.
- Delivered key insights on product holding, customer value, and proposed data-driven upsell strategies.
- Role: Data Analyst, Tech Stacks/Tools: Power BI Desktop, MySQL Workbench, MS Office

CHINOOK MUSIC STORE - SQL (Github) (Demo)

March 2025

- Analyzed customer behavior and revenue trends across regions using SQL queries on the Chinook database.
- Identified Rock as the top-selling genre and customers like František Wichterlová (\$144.54) as high-value.
- Discovered strong genre-artist affinities (e.g., Rock-Metal, Green Day-Led Zeppelin) to guide cross-promotion.
- Role: Data Analyst, Tech Stack/Tool: MySQL Workbench, MS Excel, MS Word, MS PowerPoint

- Analyzed 97,000+ IT support tickets from 2016 to 2020 to evaluate resolution efficiency, agent performance, and employee satisfaction.
- Found that System-related issues made up 40% of tickets, and mid-level severity (Level 2) was the most frequent.
- Discovered over **25,000** tickets were resolved on the same day, with peak delays at **1, 5, and 6 days** needing improvement.
- Satisfaction scores improved steadily over the years, with agents aged 52-55 receiving the highest average ratings.
- Role: Data Analyst, Tech Stack/Tools: Microsoft Excel (Formulas, Pivot Tables, Charts, Conditional Formatting, Dashboards, etc.), MS Word, MS PowerPoint.

RECIPES RADAR - React (Github) (Demo)

February 2024

- Developed a React app enabling users to search food recipes with filter options, using Dummy JSON to fetch recipe
 data from the API.
- Enhanced the UI by integrating libraries such as react-router-dom, react-icons, and Tailwind CSS.
- Role: Frontend Developer, Tech-Stack: Pure React Concepts.

CERTIFICATIONS

Professional Data Science Course Newton School (Link)

December 2024

- Professional Data Science Course along with Analytics Assignments.
- Technical Stack learned: Spreadsheet (Excel Google Sheets), Structured Query Language (SQL), Power Bi, Dashboards and Visualizations.
- Participated, Cleared and Mastered in various *Module Contests* organized by the platform.
- Worked on various projects like IT Ticket Analysis (Spreadsheet), Chinook Music Store (SQL), Bank CRM Analysis (PowerBI).
- Scored 80-100% in respective projects.

SKILLS

Computer Languages: Java, JavaScript, CSS, HTML, SQL, Python

Data Tools: Power BI

Software Packages: MySQL, Excel, Redux, React

Soft Skills: Communication Skills, Responsibility, Teamwork, Decision-making, Time management, Leadership

Others: Analytics, Spreadsheet, Microsoft Office

EXTRA-CURRICULAR ACTIVITIES

- Volunteered as a member of **H4H (Help for Humanity)** at Chandigarh University during the COVID-19 pandemic, contributing to relief and awareness initiatives.
- Participated in "EFFECTUS 2019", a university-wide tech event featuring leaders from top IT companies, gaining exposure to industry insights and networking opportunities.