

Chandan Kumar

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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) Chandigarh University, Punjab	2016 - 2020 Grade: 65.2%
Intermediate (Class XII) VKM Inter College, Chas, Bokaro, Jharkhand	2014 - 2016 Grade: 67.4%
Matriculation (Class X) DAV Public School, Swang CCL, Bokaro, Jharkhand	2012 - 2013 Grade: 9.4/10.0

EXPERIENCE

Software Engineer December 2021 - February 2025
Mphasis Ltd. *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 May 2021 - December 2021
Newton School *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

IT TICKET ANALYSIS (2016-2020) - Spreadsheet ([Github](#)) ([Demo](#)) January 2025

- 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 Language: CSS, HTML, Java, JavaScript, Python, SQL

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

Databases & Data Tools: Excel, MySQL, Power BI, Spreadsheet

Domain & Business Skills: Analytics

Frameworks & Libraries: Microsoft Office, React, Redux

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.