

VIRAL PRAJAPATI

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PROFESSIONAL SUMMARY

Detail-oriented and solution-focused software enthusiast with over 5 years of technical/development support & delivering training / knowledge transfer sessions to client and internal team members experience across REST API platforms, SQL-driven systems, and healthcare tech. Currently transitioning into Software Development with working knowledge of Java, JavaScript, React.js, HTML5, CSS3, and RESTful APIs. Known for sharp debugging skills, database querying expertise, and collaborative problem-solving with cross-functional teams. Seeking a developer role to contribute clean code, technical precision, and end-user impact.

TECHNICAL SKILLS

Languages & Tools: Java Spring Framework & Microservices Architecture(Beginner), JavaScript, React.js, HTML5, CSS3, Python (Beginner), Bash. Using Prompt Engineering to build Applications

Databases: MySQL, MSSQL, Oracle SQL Developer

Training Support: Providing training supporting on new product modules post production.

Frameworks: REST API Integration, FHIR, HL7

Testing: Manual (Blackbox/Whitebox), Code Review, Log-based Debugging

Platforms Used: Linux(Fedora, Garuda, Ubuntu), Headless CMS (Contentstack),

Other: Git, Jira, DML/DDL Commands, Dataflow Analysis, Troubleshooting

A personal portfolio website showcasing my skills and projects.

<https://protfolio-viral-prajapati-web-develop.netlify.app/>

PROJECTS

E-Book Sharing Website | JavaScript, HTML5, CSS3

A fully functional website enabling users to upload, browse, and download e-books.

Attendance Management System | Java + MySQL

Built a student attendance system with admin dashboard, record updates, and reports.

Face Recognition App (C# + OpenCV)

Diploma final year project enabling face-based user recognition for secure access.

PROFESSIONAL EXPERIENCE

April 2025 - current Freelancing/Self-Driven Software Development Projects uploaded to my Github Profile:

- Building a Website in React using react-router-dom, helmet-async for SEO, along with Chat application in backend using Java spring-boot and sending emails to personal email.
- Building Application using Prompt Engineering and providing training to clients for prompt Engineering.
- Building a portfolio to attract more clients for projects.
- Working on REST API Backend for ECOMMERCE API (a WIP project)
- Debugging ECOMMERCE REST API with MySQL and Oracle DB
- Learning and Building Basic ReactJS Templates.

Technical & Development Support Engineer – Quest2Travel, Mumbai

Sep 2024 – May 2025

- • Managed onboarding and support for expense management module using Oracle SQL Developer.
- Providing knowledge transfer to subordinates on how to troubleshoot the issue on expense module applications.
- • Executed DDL/DML commands to troubleshoot platform-level issues.

L2 Technical & Development Support Engineer – eClinicalWorks, Mumbai

Jan 2022 – Mar 2024

- Provided advanced technical support to U.S.-based healthcare clients.
- Reviewed logs, replicated issues, and executed DML queries (MSSQL, MySQL).
- Provided knowledge transfers to US based clients with verbal and document support via email and documentation support.
- Supported FHIR/REST API implementation and provided vendor-side debugging for HL7 integrations.

Technical Support Executive – Restolabs, Noida

Oct 2020 – Dec 2021

- Led bug and feature documentation for developers; assisted U.S./UK client escalations.

Customer Success Engineer – Contentstack Pvt. Ltd., Virar

Feb 2020 – Aug 2020

- Supported REST API call flow for Headless CMS; led incident resolution and Jira tracking.

Application Tech Support – eZee Technosys Pvt. Ltd., Surat

May 2019 – Dec 2019

- Conducted fault detection and initial troubleshooting for client-server software solutions globally.
- Provided training to clients in APAC on onboarding new clients

EDUCATION

B.Tech – NMIMS University (MPSTME) | 2019

Diploma in Computer Engineering – MMBGIT Mumbai | 2015

SSC – The Bishop's High School | 2010

LANGUAGES

English, Hindi, Marathi, Gujarati