

Prashast Vats

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PROFESSIONAL SUMMARY

Customer-focused Software Engineer with 2+ years of experience delivering technical solutions for international clients. Proven track record in handling support tickets, troubleshooting complex issues, and collaborating with cross-functional teams through agile workflows. Skilled in full-stack development (C#, React, Angular, SQL), with experience building web applications, forms, and diagnostic tools. Adept at bridging technical and business requirements through clear communication and problem-solving.

TECHNICAL SKILLS

LANGUAGES: C#, JavaScript, TypeScript, HTML5, CSS3, Python

FRAMEWORKS & LIBRARIES: .NET Framework, ADO.NET, React, MVC, Angular

DATABASES: Microsoft SQL Server, MariaDB, MongoDB

TOOLS & PLATFORMS: Visual Studio, JIRA, Git, Selenium, Figma

SPECIALIZATIONS: Website/form building (MVC), Technical support & troubleshooting, Automation testing, Plugin architecture

AI/ML: Prompt engineering, Custom chatbot persona development, Computer vision (ResNet, FAISS)

SOFT SKILLS

Customer Communication & Support, Problem-Solving & Root Cause Analysis, Agile/Sprint Development, Technical Documentation, Cross-functional Collaboration, Adaptability & Quick Learner

PROFESSIONAL EXPERIENCE

SOFTWARE ENGINEER | MPHYSIS LTD. | MAY 25, 2023 – PRESENT

Contributed to HP client projects by developing automation scripts with GFriend for printer task diagnostics and building STB plugins for firmware validation. Designed and delivered a .NET-based Printer Diagnostic Tool, enhancing network printers scanning, diagnostics, and automation.

CLIENT-FACING PROJECTS:

STB Plugin Development and Maintenance | Mar 2025 – Present

- Serve as technical point of contact for QA engineers using STB, HP's internal firmware testing platform, handling support tickets and troubleshooting issues.
- Developed AI chatbot using Copilot to onboard new engineers on GFriend automation framework and placed 2nd in 8-developer competition for best implementation.
- Built chatbot capabilities for script explanation, syntax guidance, and automated code generation, reducing new engineer ramp-up time.
- Participate in bi-weekly client calls with the HP team to discuss requirements, resolve blockers, and provide status updates on plugin development.
- Built and maintained Copy and Scan test automation plugins, ensuring compatibility with firmware updates and resolving user-reported issues through JIRA.
- Developed a custom AI model using ResNet and FAISS to identify printer UI elements, reducing Azure AI dependency and cutting operational costs.
- Created documentation and troubleshooting guides for QA teams to improve self-service resolution.
- Resolved 15+ JIRA tickets monthly with 80% first-contact resolution.
- Supported 30+ QA engineers across 3 time zones.

LFP Automation Project – HP Spain Team | Nov 2024 – Feb 2025

- Collaborated directly with HP Spain engineering team through bi-weekly calls and JIRA ticket management to deliver printer automation solutions.
- Developed GFriend scripts and plugins to track printer task performance via MariaDB, enabling diagnostics and analytics for client teams.
- Provided technical support and troubleshooting for automation issues, achieving 20% faster performance measurement.
- Contributed to success of Mphasis' first European client engagement, resulting in continued partnership and on-premises lab setup.

INTERNAL PROJECTS:

Printer Diagnostic Tool | Feb 2024 – Jun 2024

- Built a .NET MVC based web application to scan and diagnose network printers, fetch printer details using OIDs, and automate firmware upgrades with Selenium.
- Developed frontend and backend components for data visualization and user interaction.
- Used this tool to analyze which printers were awake, sleeping, in error state or in boot mode.

TRAINING PROJECTS:

Online Vaccine Management System | Tech Stack: Angular, SQL

- Built a full-stack web application with form builders for appointment booking, patient registration, and admin dashboards using Angular and .NET MVC.
- Implemented role-based access control with JWT authentication for patients, admins, and hospital staff.
- Designed responsive UI with form validation and data visualization components.
- Managed relational database with SQL for vaccines, hospitals, and patient records

Job Search App | Tech Stack: .NET MVC, ADO.NET

- Developed multi-role web platform with custom form builders enabling applicants, companies, and admins to manage profiles and job postings.
- Built an automated email notification system using Google SMTP for application submissions.
- Implemented CRUD operations and role-based workflows using .NET MVC and ADO.NET.
- Designed intuitive UI for job search, filtering, and application tracking

EDUCATION

B.Tech, Electronics & Instrumentation Engineering

Manipal Institute of Technology (2018-2022) | CGPA: 7.06

CERTIFICATIONS

- TalentNext (Mphasis Internal Training Platform): React.js, Angular 10, TypeScript, SQL with MySQL, HTML5 & CSS3, Agile Testing, Git, GitHub Copilot, Agile Development
- SmartKnower: Artificial Intelligence
- Coursera: Interactive Python (Coursera), UX Design

ACHIEVEMENTS & EXTRA-CURRICULARS

- 2nd Place – 132nd International MUN (2022)
- Swachh Bharat, NGO outreach, College Fest Operations
- Top 5 – TCS Techbytes Regional Quiz (2021)
- Core Member – Team Combat Robotics (2019–2021), Manipal