

Punith G S

Bengaluru, Karnataka

Phone: +91-8861956226 | Email: punithgs2003@gmail.com

[LinkedIn: linkedin.com/in/punithgs2003](https://www.linkedin.com/in/punithgs2003)

[GitHub: github.com/punithgs2003](https://github.com/punithgs2003)

[Portfolio: punithgs2003.github.io/portfolio](https://punithgs2003.github.io/portfolio)

Career Objective

Motivated Technical Support Specialist with 1+ year of experience supporting North American clients at SolarEdge. Certified AI-Driven Professional with hands-on exposure to AI tools, data visualization, and automation workflows. Passionate about leveraging AI and analytics to optimize technical support operations and deliver smarter customer experiences.

Professional Experience

Technical Service Specialist Tier-1

SolarEdge Technologies | Bengaluru | Jun 2024 - Present

- Resolved 1,000+ support tickets via chat for PV inverters, batteries, optimizers, and RGM meters with 95% satisfaction score
- Utilized Talkdesk and AI tools to streamline support communication and reduce resolution time
- Collaborated with L2 and QA teams to identify trends and recurring product issues
- Integrated prompt engineering with AI tools (ChatGPT, DeepSeek) for faster troubleshooting workflows

Teaching Assistant - Embedded & IoT (Intern)

SST Technologies | Bengaluru | Aug 2023 - Sep 2023

- Assisted in delivering workshops on Embedded Systems and IoT
- Helped students build real-time automation projects and integrate AI-based analysis tools

Panel Wiring & Assembly Intern

Eloquent Control Systems | Bengaluru | Aug 2021 - Sep 2021

- Wired and assembled industrial-grade control panels
- Supported team with documentation and basic testing for AI-integrated power monitoring systems

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Projects & Portfolio

Customer Support Analytics Dashboard (Power BI - Personal Project)

- Built dashboard to track ticket types, resolution times, satisfaction scores (dummy data)
- Used AI tools for summarizing reports and actionable insights

Smartphone-Operated Multipurpose Agricultural Robot

- Built mobile-controlled robot for field automation; won Best Project Award

Automatic Cooling Fan System

- Used DHT11 and PIR sensor for automatic thermal/motion-based fan control

7-Level Multilevel Inverter Design

- Designed efficient inverter to handle high-power AC outputs for embedded labs

Certifications

-Talkdesk Certified Agent - Level 3 (SolarEdge Internal)

- Certified AI-Driven Professional – AI Career Accelerator (12 Months):

- Covered AI fundamentals, applied ML concepts, and automation workflows
- Hands-on exposure to AI tools and prompt engineering
- Credential: <certx.in/certificate/68d54adc-df17-4ff3-9a15-3f312461d233842474>

Core Skills

- Technical Support & Troubleshooting: SolarEdge PV systems, batteries, optimizers, inverter systems, RGM4 meters
- AI Tools & Prompt Engineering: ChatGPT, Claude, Perplexity, DeepSeek, Gamma, Grok
- Analytics & Reporting: Power BI, Excel, data cleaning, visualization
- Programming: Python (basics), Arduino, embedded C
- Web & Automation: HTML, CSS, GitHub Pages, Web-based dashboards
- Soft Skills: Analytical thinking, communication, adaptability, teamwork

Education

Bachelor of Engineering (BE), Electrical & Electronics:
BNM Institute of Technology, VTU | 2024 | CGPA: 7.0

Diploma in Electrical & Electronics: East West Polytechnic | 2021 | Percentage: 74%

Languages:

Kannada (Native), English (Fluent), Hindi (Fluent)

Volunteer Work

Youth for Parivarthan - Participated in cleanliness drives, blood donation, and environmental awareness events