

Punith G S

Bengaluru, Karnataka

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

[Portfolio: punithgs2003.github.io/portfolio](https://punitrhs2003.github.io/portfolio)

Career Objective

Motivated Technical Support Specialist with 1+ year experience supporting North American clients at SolarEdge. Passionate about leveraging AI tools and data visualization to optimize support, automate diagnostics, and streamline operations. Seeking roles in AI-enabled technical support, data analytics, or AI operations to bridge human expertise with emerging technologies.

Core Skills

- Technical Support & Troubleshooting: SolarEdge PV systems, batteries, optimizers, inverter systems, RGM3 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

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

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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

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

[See more at: punithgs2003.github.io/portfolio](https://punitrhs2003.github.io/portfolio)

Certifications

- Talkdesk Certified Agent - Level 3 (SolarEdge Internal)
- AI Productivity Bootcamp - Presentations with AI, AI for data analytics, debugging with AI tools

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