

RAKESH M

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SUMMARY

As an aspiring Technical Support Analyst with a strong foundation in Python, operating systems, and networking basics, I bring hands-on experience with troubleshooting, system analysis, and user support. My background in software development and AI tools enables me to approach technical issues with a problem-solving mindset and analytical precision. I am passionate about delivering high-quality support, resolving user issues efficiently, and ensuring the reliability of applications and infrastructure. With knowledge of Windows/Linux systems, remote desktop tools, and basic cloud services (AWS), I am eager to contribute to a dynamic IT support environment and continue growing in system administration and technical operations. Completed a virtual internship where I developed a stock price data interface using Python and integrated JPMorgan Chase's Perspective API for data visualization. Data-driven software engineer with strong proficiency in Python and experience building data applications and dashboards. Developed financial data visualizations using JPMorgan APIs, and built AI-based question-answering systems using OpenAI tools. Currently deepening skills in SQL, data modeling, and experimentation to transition into risk analytics roles. Passionate about solving business-critical problems using data insights and cross-functional collaboration.

PROJECTS

MULTIMODAL APPLICATIONS USING LANGCHAIN AND OPENAI KEY

APRIL 2025 - Present

- Developed an AI system that transcribes YouTube videos using Open AI's API key and enables interactive question-answering. Integrated video processing, audio transcription, and vector-based retrieval for efficient information extraction..
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EDUCATION

BACHELORS OF ENGINEERING

MAY2020-JUNE2024

VIT VELLORE UNIVERSITY CGPA - 7.39

- Computer Science and Engineering

POSTGRADUATE [PG]

VIT UNIVERSITY VELLORE CGPA - 6.91

JUNE 2024-MAY 2026

- Computer Science and Engineering[AI AND MACHINE LEARNING]

SSLC/HSLC

SSLC - ADHIYAMAN MATRIC HR SEC SCHOOL

PERCENTAGE-88%

HSLC - ADHIYAMAN MATRIC HR SEC SCHOOL

PERCENTAGE-71%

ADDITIONAL INFORMATION

- Technical Skills:** Generative AI, Python, Knowledge of LLM And Fundamentals of RAG Systems.
- Languages:** English, Tamil
- Certifications:** Google Generative AI, Deloitte Data Analytics.
- Virtual Internship: JP Morgan Software Engineering
- Personal Characteristics:
 - Communication skills: Good spoken and written skills.
- Fundamentals of AWS lambda snap start and Hands-on Tableau and
- Gaining Fundamentals of Typescript's and Machine learning models.
- Troubleshooting and Debugging
- Python proficiency clearly shown (project + internship)
- REST API integration & dashboard building via JPMorgan internship aligns with data platform experience
- Strong problem-solving mindset and willingness to work in agile environments
- Good communication and user support focus (valuable for cross-functional collaboration)
- Exposure to generative AI, LLMs, and data processing through Lang Chain/OpenAI project