

Vinay Kirk Pal

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TECHNICAL SKILLS

Languages: Java, Python, SQL, C#, R, JavaScript, HTML, CSS

Frameworks/Tools: Flask, FastAPI, Spring Boot, Shiny, React, Vue, Node

Databases: Microsoft SQL Server, MySQL, SQLite, SQLAlchemy

Other: Azure, Microsoft 365, Git, GitHub, Agile

PROJECTS

Malware Prediction Interface ([Repo](#)) – R, Shiny

- Developed an interactive **web application** for malware prediction enhancing threat detection
- Benchmarked clustering performance using the **Weighted Kappa** metric to assess reliability
- Integrated **interactive data visualisation** (cluster plots, dendrograms, bar charts)

Food Donation Management System ([Repo](#)) – Java, Spring Boot, SQL Server, HTML, CSS, JavaScript

- Built and maintained a **Full-Stack Spring Boot application** to connect donors to food banks
- Utilised **PayPal API** to enable secure donations and **Google Maps API** to display the closest foodbanks
- Led **Agile Sprints** as **Sprint Leader**, optimising workflow and **reduced delivery time**

IT Support Chatbot Application ([Repo](#)) – Python, Flask, SQLite, SQLAlchemy, HTML, CSS

- Built a **Full-Stack IT Chatbot** enabling users to troubleshoot issues via **keyword query matching**
- Developed a **SQLite database** to store troubleshooting questions and responses dynamically
- Integrated **ticket-logging functionality**, generating support tickets after failing troubleshooting attempts

EDUCATION

Brunel University | BSc (Hons) Computer Science | 1st Class Honours

Sep 2018 – Jul 2022

London, United Kingdom

- Key Modules: Artificial Intelligence, Cybersecurity, Network Computing

EXPERIENCE

Service Desk Analyst – Sona IT

Sep 2024 – Feb 2025

- **Resolved 50+ support tickets per week** including **software troubleshooting Windows and Mac**
- Provided **account management** and support through **Office 365, Azure and Active Directory**
- **Optimised client onboarding** by deploying, configuring, and optimising devices

Data Analyst – Data Annotation

May 2024 – Sep 2024

- Trained **GPT-based AI models** using tailored prompts for **Natural Language Understanding (NLU)**
- Conducted **data labelling** and **prompt engineering** to ensure responses met quality standards
- Evaluated **100+ model outputs per week** allowing for feedback and therefore improve accuracy