

Vinay Kirk Pal

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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 – Jan 2025

- **Resolved 50+ support tickets per week** by troubleshooting **Windows** and **Mac** systems
- Provided account management and support through **Office 365**, **Azure** and **Active Directory**
- **Deployed, configured, and optimised** client devices which **reduced onboarding time**

Annotator – 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

PROJECTS

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

- Developed an interactive **Shiny web application** for malware prediction enhancing threat detection
- Benchmarked clustering performance using the **Weighted Kappa** metric to assess reliability
- Integrated **interactive data visualisation** like cluster plots, dendrograms, and 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 time to complete deliverables**

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

TECHNICAL SKILLS

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

Frameworks/Tools: Flask, Spring Boot, Hibernate, Shiny, React, Power BI

Databases: Microsoft SQL Server, MySQL, SQLite

Cloud & DevOps: Microsoft Azure, Active Directory, Microsoft 365

Version Control/Project Management: Git, GitHub, Jira, Agile