**DARRYL VAS pRABHU**

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**Education**

**Master of Science: Computer Science and Engineering, University at Buffalo,** *New York, USA*  D*ec 2023*

**Bachelor of Engineering: Electronics and Communication,** **Visvesvaraya Technological University,** *Udupi, India* *May 2017*

**professional experience**

**Technical Support Engineer 2** *Aug 2019 - Jun 2022*

**Dell Technologies,** *Bengaluru, India*

* Conducted Root Cause Analysis on Storage vMotion latency/outages affecting 90% of enterprise customers; engineered solution with escalation team, reducing related service requests by 85%.
* Led mentorship program for junior engineers on Network performance optimization, improving team efficiency by 25%.
* Authored technical product Knowledge Base articles, decreasing time-to-resolution by 20%.
* Received Dell Inspire awards for 99% positive customer experience, directly influencing customer infrastructure investments.

**Technical Support Engineer 1** *Jul 2017 - Jul 2019*

**Dell Technologies,** *Bengaluru, India*

* Automated log analysis using Regex tools (grep, awk, sed) and Python scripts, enabling issue resolution within 24-48 hours.
* Spearheaded cross-functional collaboration with VMware, Linux, Cisco, and Oracle teams to develop workarounds for business impact problems within Service Level Agreements (SLAs), rebuilding trust with key stakeholders.
* Assisted on-site engineers during the deployment of data center storage-virtualization solutions.

**projects**

**Sports Performance Pro Web Application: Python | HTML | CSS | JavaScript | JSON | Figma | Flask | MySQL | AWS**

* Engineered a multi-dashboard workout tracker for universities, serving coaches and athletes, enhancing performance management for 100+ users.
* Implemented asynchronous data handling using Fetch API and AJAX, reducing data retrieval from MySQL database by 30%.
* Led iterative software development process, incorporating client feedback, including testing and managing 50+ GitHub  
  Issues/Enhancement requests, resulting in 95% user satisfaction.
* Deployed and hosted the application on AWS EC2 instance, delivering a scalable solution to the client.

**Retrieval Augmented Generation (RAG) chatbot: PyTorch | LLM | HuggingFace | Faiss | Python**

* Designed and implemented context-based question-answering system incorporating sentence transformer (all-mpnet-base-v2), Mistral AI's Mistral-7b-Instruct-v0.2, and Meta's Faiss search index.
* Customized PDF processing pipeline, enabling multi-document model understanding of 1000+ pages using model quantization.

**Info-Extractor**: **Google Gemini API | Streamlit | Python**

* Developed a web application that extracts information from uploaded images and generates responses based on input prompts.
* Integrated Google's language model (gemini-1.5-flash) with 1-million-token context window, designed to be fast and efficient.
* Coded interface using Streamlit, and deployed application on Streamlit Community Cloud cutting development time by 50%.

**Multi-Client Transmission Control Protocol (TCP) Chat application: C**

* Developed Client-Server multi-chat CLI application with 4 clients and 1 server using socket programming.
* Implemented user authentication, individual messaging, message blocking, and broadcasting features.

**skills**

**Programming Languages:** Python | JavaScript | C | C++

**Databases:** MongoDB | PostgreSQL | MySQL

**Frameworks/Packages:** PyTorch | HuggingFace | LangChain | NumPy | Pandas | Scikit-learn | Matplotlib | Streamlit | Flask

**Tools:** Git | Linux | Wireshark

**certifications**

* Microsoft Certified: Azure AI Fundamentals | Azure Fundamentals
* Oracle Certified: OCI Generative AI Professional
* Intel Certified Developer: MLOps Professional
* MongoDB Associate Developer
* Dell Technologies: Networking Version 1.0