

## DARRYL VAS PRABHU

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### EDUCATION

**Master of Science: Computer Science and Engineering, University at Buffalo**

*Dec 2023*

**Bachelor of Engineering: Electronics and Communication, Visvesvaraya Technological University**

*May 2017*

### PROFESSIONAL EXPERIENCE

**Technical Support Engineer 2, Dell Technologies, Bengaluru, India**

*Aug 2019 - Jun 2022*

- Conducted Root Cause Analysis on Storage vMotion bug 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 50%.
- Authored technical Knowledge Base articles, decreasing time-to-resolution and incoming service requests by 40%.
- Earned multiple Dell Inspire awards for consistent customer satisfaction and technical excellence.

**Technical Support Engineer, Dell Technologies, Bengaluru, India**

*Jul 2017 - Jul 2019*

- Leveraged Regex tools (grep, awk, sed) and Python scripts to analyze logs, enabling swift issue resolution.
- Spearheaded cross-functional collaboration with VMware, Linux, Cisco, and Oracle teams to develop workarounds for business-critical disaster recovery within Service Level Agreements (SLAs), rebuilding trust with key stakeholders.

### PROJECTS

**Sports Performance Pro Web Application:** Python, HTML, CSS, JavaScript, Flask, MySQL, AWS

- Engineered a responsive workout tracking web application for coaches and athletes.
- Implemented asynchronous data handling using Fetch API and AJAX to communicate with Flask backend, optimizing data retrieval from MySQL database.
- Led iterative development process, incorporating client feedback, and managing GitHub Issues/Enhancement requests, ensuring robust user experience.
- Successfully deployed and hosted the application on AWS EC2 instance, delivering a scalable solution to the client.

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

- Developed a web application that extracts information from images and generates responses based on input prompts.
- Integrated Google's latest large language model (google-pro-vision API) for generation inference.
- User interface is using Streamlit for seamless user interaction.

**Retrieval Augmented Generation (RAG):** HuggingFace, PyTorch, LLM, Python

- Designed and implemented a command-line AI application for context-based query answering from PDF files.
- Utilized sentence transformer (all-mpnet-base-v2), Mistral AI's Mistral-7b-Instruct-v0.2, and Meta's Faiss search index.
- Application customized to answer questions from multiple PDF files.

**Multi-Client Transmission Control Protocol Chat application:** C programming

- Developed client Server multi-chat cli application with four clients and single server.
- Implemented user authentication, individual messaging, message blocking, and broadcasting features.

**Deep learning & machine learning:** PyTorch, Pandas, NumPy, Jupyter Notebooks, Scikit-learn, Seaborn, Matplotlib

- Experimentation with machine learning algorithms (Linear Regression, Logistic Regression, Naive Bayes, Hidden Markov Model, Random Forest) on Kaggle datasets.
- Visualized model outputs with Seaborn/Matplotlib and documented the reports in Latex using Overleaf.

### TECHNICAL SKILLS

**Languages:** Python, JavaScript, C, C++

**Frameworks/Tools:** PyTorch, HuggingFace Transformers, LangChain, NumPy, Pandas, Scikit-learn, Matplotlib, Wireshark, Flask, HTML, CSS, jQuery, AJAX, SQLAlchemy, DataTables, Postman, MySQL, PostgreSQL, MongoDB, Streamlit, Linux, Git, Azure, Google Collab, Jupyter Notebooks

### CERTIFICATIONS

- Microsoft Certified: Azure AI Fundamentals
- Microsoft Certified: Azure Fundamentals
- Oracle Certified: OCI Generative AI Professional
- Intel Certified Developer: MLOps Professional
- MongoDB Associate Developer