

DARRYL VAS PRABHU

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EDUCATION

Master of Science: Computer Science and Engineering, University at Buffalo, New York, USA

Dec 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