Darryl Vas Prabhu

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EDUCATION

University at Buffalo — *New York, USA*
Master of Science: Computer Science and Engineering — *Aug 2022 - Dec 2023*

Visvesvaraya Technological University — *Udupi, India*
Bachelor of Engineering: Electronics and Communication — *Aug 2013 - May 2017*

PROFESSIONAL EXPERIENCE

Dell Technologies — *Bengaluru, India*
Enterprise Storage Analyst 2 — *Aug 2019 - Jun 2022*

- Investigated and advised over 300+ enterprise customers on diagnosing, testing, and resolving technical issues. Enabled failover and site recovery using best practices, packet capturing tools (e.g., Wireshark), and CLI tools (e.g., tcpdump, netstat, traceroute, ethtool, systemctl).
- Conducted Root Cause Analysis on Storage latency outages affecting 90% of customers; engineered a solution through continuous engagement with the escalation team using JIRA, reducing related service requests by 75%.
- Led mentorship and review program for junior engineers on tracing errors, performance tuning, best practices and resolving code red data unavailable issues from Storage and Network perspective, improving team efficiency by 25%.
- Authored and updated technical product knowledge base articles and documentation, decreasing time-to-resolution by 20%.
- Received Dell Inspire awards for contributing to 95% customer success, directly influencing customer IT investments.

Enterprise Storage Analyst — *Jul 2017 - Jul 2019*

- Automated log analysis and diagnostics using Python scripts to check for SCSI, WAN, IP log events enabling problem resolution within 24-48 hours.
- Spearheaded cross-functional collaboration with VMware, Linux, Cisco, and Oracle teams to troubleshoot latency, IP network addressing, MTU size, and disaster recovery issues, successfully meeting Service Level Agreements (SLAs) and rebuilding trust with key stakeholders.
- Managed service requests with Summary, Evidence and Timeline on Service Lightning for product bugs, creating a searchable database and minimizing resolution time by 30%.

PROJECTS

Retrieval Augmented Generation (RAG) chatbot: PyTorch | LLM | HuggingFace | Faiss | Python | NLP [Link]

- 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.

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

- Engineered a multi-dashboard workout tracker for universities, implementing asynchronous data handling using Fetch API from MySQL database reducing retrieval time by 30% while serving 100+ users.
- Led end-to-end development with iterative client feedback and peer review processes, managing 50+ GitHub Issues and Enhancement requests, resulting in 95% user satisfaction and a scalable production solution on AWS EC2 instance.

Tab-Jump: **HTML | CSS | JavaScript | Chrome API | Browser Extension | Web Development [Link]**

- Coded a Chrome/Edge browser extension with real-time tab search functionality, enabling instant filtering of 100+ tabs with sub-100ms response time and reducing tab-finding time by 70%.
- Architected responsive front-end using JavaScript and Chrome Extensions API, implementing tab manipulation including a one-click export feature enabling users to easily archive and restore 100+ browser tabs.

Info-Extractor: **Google Gemini API | Generative AI | Streamlit | Python [Link]**

- Developed a web application using Streamlit and Google's Gemini-1.5-flash model that processes images with 1-million-token context window, enabling intelligent image analysis and response generation based on user prompts.
- Deployed on Streamlit Community Cloud with optimized performance, reducing development time by 50% while maintaining seamless user experience.

Multi-Client Transmission Control Protocol Chat application: C | Debugging | Socket programming | TCP/IP [Link]

- 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 (NoSQL non-relation database) | PostgreSQL | MySQL (SQL relational database)
Frameworks/Packages:	NumPy | Pandas | Scikit-learn | Express | React | Streamlit | Flask
Tools/Technologies:	Azure | Cloud | Docker | Jenkins | Wireshark | Git | Linux/Unix | REST API | Node JS | NPM | Data Structures | IP (Internet Protocol) | Wireshark | Algorithms | OOPS | Research | Debugging
Artificial intelligence:	PyTorch | Transformers | LLM | GitHub Copilot | Vector Index | HuggingFace | RAG | BERT | GPT | Encoder-Decoder models | Natural Language Processing | Deep Learning

CERTIFICATIONS

- **Microsoft: Azure AI Fundamentals**
- **Microsoft : Azure Fundamentals**
- **GitHub: GitHub Copilot**
- **Oracle: OCI Generative AI Professional**
- **Intel: MLOps Professional**
- **MongoDB: Associate Developer**
- **POSTMAN API: Fundamentals Student Expert**
- **Dell Technologies: Associate - Networking Version 1.0**
- **Dell Technologies: Associate - Information Storage and Management Version 3.0**