Jahnavi Prasad

Toronto, ON | +1 782 882 6286 | jprasad@dal.ca | linkedin.com/in/jahnaviprasad

Graduating Master's student with experience in a fast-paced hyper-growth startup environment seeking a position in your esteemed organization to contribute my skills to a team that values excellence.

EDUCATION

Dalhousie University   Halifax, Canada
Master of Applied Computer Science   Sep 2023 - Dec 2024

L P University   Jalandhar, India
Bachelor of Technology, Computer Science and Engineering (Honors.)   Aug 2018 - Jul 2022

PROFESSIONAL EXPERIENCE

WATI   Fully Remote
Solutions Engineer   Oct 2022 - Dec 2024
- Developed SaaS integrations between WATI product and customer environments using REST APIs
- Led and scaled the Solutions Team from 1 to 5 members in a fast-paced hyper-growth startup environment, boosting client solutioning and integration capabilities by 400% within 18 months.
- Onboarded 350+ small-to-medium businesses (SMBs) on WATI product, driving the adoption of AI-powered conversational bots.
- Served as primary liaison for the sales team, addressing all information security inquiries from prospects contributing to $800,000 in closed deals.

Key Skills: Problem solving, Data Integration, REST APIs, Infosec, Consulting, Conversational AI

Whatfix   Bangalore, India
Solutions Engineer   Jan 2022 - Sep 2022
Solutions Engineer Intern   Apr 2021 - Dec 2021
- Gathered requirements from enterprise customers, and designed, built, and tested custom solutions using Javascript and REST APIs to drive digital adoption.
- Designed and implemented RESTful APIs using AWS DynamoDB, Lambda, and API Gateway, allowing seamless integration with third-party services and increasing data exchange efficiency by 50%.
- Contributed to key Whatfix Analytics features released in Q2 & Q3 2022.
- Subject matter expert in integrating Whatfix products with enterprise Business Intelligence tools.

Key Skills: AWS, Application testing, Integrations, REST APIs, Workflow Automation, Debugging.
Key Achievements: 2 Spot Awards and 25+ appreciations. Rescued 7 critical accounts from churn.

PROJECTS

ResumeLab.tech   Winter 2024
A web application that allows users to build and improve resumes using AI-powered suggestions. A solo project was developed as part of the Advanced Topics in Cloud Computing course in the Winter 2024 term. Built using HTML, CSS, JS, AWS Lambda, Step functions, AWS SNS, and AWS API Gateway. Hosted on GitHub Pages. Powered by: Open AI's gpt-3.5-turbo LLM model. Accessible at: https://jahnavi-prasad.github.io/resumelab/

Portfolio Websites   Fall 2023

Built two personal portfolio websites to showcase my work, interests, and accomplishments. Built using HTML, CSS, and JS. Incorporated JavaScript functionalities to enhance interactivity, such as smooth scrolling and dynamic animations. Implemented search engine optimization (SEO) techniques. Hosted on GitHub Pages. Accessible at www.jahnaviprasad.com. A terminal-themed version can be accessed at jaypii.me

Car Prediction for Road Trip   Fall 2021

Web App that predicts the most suitable car for a trip based on user inputs like the trip distance, gas prices, and budget. Created to showcase my understanding of Exploratory Data Analysis. Built using R Language, RStudio, and shinyapps. Can be accessed at jahnaviprasad.shinyapps.io/Car-for-road-trip

Sorting Visualizer   Winter 2024

A website to visualize the inner workings of Bubble, Selection, Insertion, Merge, Quick, and Heap sorting algorithms. Built using HTML, CSS, and JS. Hosted on GitHub pages. Accessible at: jahnavi-prasad.github.io/SortingVisualizer

Culture Connect   Winter 2024

A Figma design for a web application intended to help people assimilate into new cultures. Designed as part of the Technology Innovation course in the Winter 2024 term. Access at: https://figmashort.link/GkcARe

CERTIFICATIONS

- Six Sigma White Belt - Link
- IBM Data Science Professional Certificate - Link
- IBM Advanced Data Science Specialization - Link
- Big Data Specialization from UC San Diego - Link
- Oracle Cloud 2024 Generative AI Certified Professional - Link
- Deep Learning Specialization by DeepLearning.AI - Link
- Google IT Support Professional Certificate - Link
- Microsoft Certified: Azure Fundamentals, AI Fundamentals, Data Fundamentals - Link
- AWS Fundamentals - Link

ACHIEVEMENTS/AWARDS

- Written and Published a book (Ancient War Drama) titled Gaul, Walls, and Alesia   Fall 2021
- Trained 4400+ students across 107 countries with my Python courses on Udemy   Winter 2024

TECHNICAL PROFICIENCIES

Programming Languages: C/C++, Python, Java, JavaScript, R Language, and Bash
Frontend: HTML, CSS, React
Data Capture: REST APIs, Webhooks
Data Query: SQL, NoSQL
Data Storage: Snowflake, AWS S3, AWS Redshift
Data Analysis: PowerBI, Looker, Tableau, Google Analytics
Cloud Platforms: AWS, Azure, and GCP
Other Tools: Github, JIRA, Confluence, Postman, MS Office Suite, Figma, Zapier, Zendesk, and Zoho Suite
Soft Skills: Communication, Problem-solving, Team Management, Customer Communication, Consulting