

Joel John Prakash

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EDUCATION

The University of Texas at Dallas

Bachelor of Science, Computer Information Systems and Technology; Cybersecurity Track

December 2025 | **GPA 3.5**

Dallas College, Richland Campus

Associate of Science, Information Technology

Honors: Chancellor's Honor Roll

June 2023 | **GPA 3.4**

CERTIFICATION & TECHNICAL SKILLS

Certifications: CompTIA A+, Entrepreneurship and Small Business, Cybersecurity Risk Management, System Admin Training(Microsoft).

Technical Skills: JavaScript, React, Next.js, Tailwind CSS, SQL, Tableau, Excel, Alteryx, AWS, Windows & Linux Administration, Networking, Servers, Databases, ServiceNow, Jira, Risk Management, Troubleshooting, Git/GitHub, Wireshark, Splunk, Nmap

Security Clearance: Secret

PROFESSIONAL EXPERIENCE

GM Financial, Arlington, TX

May 2025 – August 2025

IT Services Internship

- Supported internal treasury systems including Quantum and ABS Suite to ensure uptime and usability for financial teams.
- Delivered application and workflow support for mission-critical financial systems, improving reliability and user efficiency by 25%.
- Created and scheduled enterprise-level automation jobs using FIS Scheduler to streamline operations.
- Documented technical processes, ensuring consistent troubleshooting and adherence to IT change management procedures.
- Collaborated with 100+ internal customers and departments to troubleshoot application and system issues, providing clear documentation and user training.

WorshipBuddy, Dallas, TX

April 2025 – Present

Frontend Developer (Freelance)

- Contributed to the design and development of two major apps ScheduleBuddy and PresenterBuddy.
- Improved UI/UX design and user workflows based on feedback from beta testers and church teams, resulting in smoother navigation and a more intuitive interface.
- Developed responsive, accessible layouts using React, Tailwind CSS, to enhance performance across web and mobile platforms.
- Collected and analyzed user feedback from beta releases to prioritize enhancements and improve the overall user experience

Lockheed Martin, Fort Worth, TX

May 2024 – August 2024

ALIS System Administrator Internship

- Assisted with system backups, restores, and disaster recovery operations.
- Monitored hardware and system performance, ensuring optimal uptime and reliability.
- Supported system, software, and user maintenance while updating system documentation.
- Configured administrator and service accounts for secure access management.
- Installed system-wide software and managed storage allocation across environments.
- Ensured adherence to data integrity and security compliance standards.

U-Haul Moving and Storage, Dallas, TX

June 2021 – August 2021

Sales and Reservation Agent

- Handled customer inquiries and reservations, assisting with truck rentals and service bookings.
- Supported sales operations and helped increase daily rental sales through effective communication and customer service.

ACADEMIC PROJECT EXPERIENCE

Data Tracking Project

- Analyzed phone generated metrics to extract insights on heart rate, steps, and calorie patterns.
- Utilized Excel for structured data organization, improving efficiency and maintaining 90% data accuracy.

SQL Injection Vulnerability

- Analyzed the working mechanism of SQL injection, emphasizing malicious SQL statements in input boxes.
- Explored potential preventive measures for vulnerable areas in databases.

ORGANIZATIONS

- Cybersecurity Club, UT Dallas
- UTD CSG (Computer Security Club), UT Dallas

ADDITIONAL INFORMATION

Eligibility: US Citizen, Eligible to work in the US for internships and full-time with no restrictions