

PRABAL GAUTAM

Backend developer and AI enthusiast

+918799715380 @prabalgautam05@gmail.com Kalka ji, New Delh-110019

SUMMARY

I am a driven backend developer and AI enthusiast dedicated to merging technology with purpose to create impactful solutions. My expertise in Python, Django, and machine learning frameworks allows me to design scalable and efficient systems that address real-world challenges. I am committed to continuous improvement and the development of innovative tools that empower automation.

EXPERIENCE

Customer Specialist

Ferns N Petals

01/2024 - 02/2024 Gurugram

E Retail company that offers a variety of products across multiple categories.

- Worked for 1 month as a Customer Specialist at Ferns N Petals
- Provided prompt service
- Resolved issues and maintained accurate records
- Collaborated with teams
- Contributed to enhancing customer satisfaction and retention strategies
- Received positive feedback
- Consistently updated skills to meet evolving needs

Campus Ambassador

Vavo Digital

11/2023 - 01/2024 Location

A digital education platform aimed at transforming the learning experience.

- Organized on-campus events
- Managed social media marketing campaigns
- Collected feedback to enhance the platform's user experience
- Collaborated with faculty and student organizations to promote Vavo Digital's benefits
- Enhanced leadership and communication skills

Volunteer

Indian Mobile Congress

09/2023 - 10/2023 India

A major technology event in India showcasing innovative technologies.

- Actively contributed to the smooth execution of the Indian Mobile Congress event
- Assisted attendees and managed logistical tasks
- Provided support to speakers and exhibitors
- Gained valuable hands-on experience in event management

EDUCATION

B.Sc. hons (Computer science)

University of Delhi, Ramanujan College

08/2022 - 06/2026 Delhi, New Delhi

SKILLS

API	bootstrap	CSS	Deep Learning
Django	Git	Github	HTML
Javascript	Machine Learning	MySQL	
NLP	Payment Gateways	Python	
social media marketing	Tensorflow		

PROJECTS

Desktop AI Assistant

10/2024 - 01/1970

A dynamic AI assistant designed for various tasks and continuous improvement.

- Developing 'Tony', an AI assistant for hands-free digital assistance
- Handles tasks through voice commands with advanced NLP techniques

Complaint Management System

04/2024 - 05/2024

A comprehensive solution for handling customer complaints.

- Designed a Complaint Management system with a user-friendly interface
- Implemented complaint tracking, prioritization, categorization and communication channels

Donation Page with Payment Integration

10/2023 - 11/2023

A crucial component for facilitating seamless donations.

- Created a Donation Page with integrated payment gateways for secure transactions
- Designed for an intuitive user interface to facilitate donations

Image Uploader

03/2023 - 04/2023

Enhances visual identification within the employee management system.

- Integrated Image Uploader within the Employee Management System
- Enabled easy uploading and management of employee photos

Employee Management System with User Authentication

01/2023 - 02/2023

System to efficiently manage employee profiles.

- Developed an Employee Management System with functionalities for adding/removing employees
- Implemented Login Authentication for security



FNP E RETAIL PRIVATE LIMITED

FNP ESTATE ASHRAM MARG, MANDI ROAD, GADAIPUR
NEW DELHI 110030 Tel: +91 11 2680 2680 E: info@fnp.com W: www.fnp.com
CIN: U52100DL2021PTC376303

Date: 18-March-2024

TO WHOM IT MAY CONCERN

This is to certify that **Mr. Prabal Gautam**, has successfully completed the internship in our organization from **22-01-2024** to **21-02-2024** and were designated as Intern in Customer Operations Department.

During his internship, he was found punctual, hardworking & sincere to work. We wish him good luck and a successful career ahead.

For **FNP E Retail Pvt. Ltd.**

A handwritten signature in black ink, appearing to read 'Gautam Saraf', written in a cursive style.

Gautam Saraf

Chief Human Resources Officer