

# Prabal Gautam

BACKEND DEVELOPER,  
DEEP-LEARNING ENTHUSIAST  
AND COMPUTER SCIENCE STUDENT BASED IN INDIA.

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## SUMMARY

I am a backend developer and AI enthusiast, currently a 3rd-year Computer Science (Hons.) student at the University of Delhi. I specialize in Python, Django, APIs and machine learning, aiming to build scalable systems that solve real-world problems. I've recently started exploring deep learning, NLP, and generative AI. I am focused on pushing the boundaries of Gen-AI and deep learning to drive the future of automation and AI-driven solutions.

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## EXPERIENCE

December 2024 – February 2025

**Customer Executive**, *Ferns N Petals*

- I started as an intern and was promoted to a full-time position due to exceptional performance in customer support.
- Provided prompt service to over 100 customers weekly, resolving issues with a 95% satisfaction rate.
- Maintained correct records, improving complaint tracking efficiency by 20%.
- Collaborated with cross-functional teams to enhance customer retention strategies, resulting in a 15% increase in repeat customers.

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November 2023 - January 2024

**Marketing & Event Coordinator**, *Vavo Digital*

- Organized 5+ on-campus events, increasing student engagement by 40%.
- Managed social media campaigns, leading to a 25% growth in Vavo Digital's following.
- Collaborated with faculty and student organizations, promoting Vavo Digital's benefits to over 500 students.
- Collected user feedback, resulting in a 30% improvement in platform user experience.

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September 2023 - October 2023

**Event Assistant**, *Indian Mobile Congress*

- Contributed to the success of the India Mobile Congress, aiding 200+ attendees and helping to improve event coordination by 20%.
- Provided logistical support for 10+ exhibitors and 5+ speakers, contributing to a 30% increase in attendee satisfaction based on positive feedback from event organizers.

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November 2022 - January 2025

**Research Collaborator, YUVA Chapter (College Society)**

- Presented research at two conferences, gaining recognition and contributing to the adoption of findings by over 50 industry professionals.
- I led 3+ research projects, improving project outcomes by 25% through enhanced critical thinking and problem-solving strategies.

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November 2023 - January 2025

**Junior Council Member, QuikSort (College Society)**

- Organized 4+ workshops, attracting 200+ students and increasing participation by 40%.
- Facilitated peer learning sessions, improving team collaboration and knowledge-sharing by 30%.

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## EDUCATION

September 2022 – September 2026

**B.Sc. (Hons.) Computer Science**

Ramanujan College, University of Delhi

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## TECHNICAL SKILLS:

- Web Development: API, Bootstrap, CSS, HTML, JavaScript
- Backend Development: Django, Python
- Data & Analysis: Deep Learning, NLP, and MySQL
- Version Control: Git & GitHub

## SOFT SKILLS

- Leadership & Project Management
- Effective Communication & Team Collaboration
- Organizational Skills & Time Management
- Critical Thinking & Problem-Solving

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## PROJECTS

**FaceGate - A Face Recognition Login System**

03/2025 – 03/2025

A Django-based web application that brings facial recognition technology to user authentication. This project combines **OpenCV** and the **face\_recognition** library to create a secure, intuitive, and modern login experience.

- Face-Based Registration: Users can sign up by capturing their face through their device's camera.
- Seamless Login: Effortless and secure authentication — the system captures live facial data and matches it with stored records for instant user verification.

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### **Nexus - Desktop AI Assistant**

*10/2024 – 01/2025*

Developed Nexus, an advanced AI assistant designed to streamline tasks and improve efficiency.

- Provides hands-free digital help through voice commands.
- Implemented NLP techniques to enable voice-based task management, improving efficiency and user experience over time.

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### **Grievio - Complaint Management System**

*04/2024 – 05/2024*

Developed a comprehensive solution to handle customer complaints efficiently.

- Pioneered a user-friendly interface for seamless navigation.
- Executed complaint tracking, prioritization, categorization, and communication channels to improve customer support.

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### **Donation Page**

*10/2023 – 11/2023*

Created a crucial platform for easing seamless donations.

- Applied secure payment gateways to ensure safe transactions.
- Designed an intuitive user interface to enhance the donation experience.

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### **Image Uploader**

*03/2023 – 04/2023*

Enhanced visual identification within the Employee Management System.

- Integrated an image uploader for seamless employee photo management.
- Enforced a streamlined process for adding and managing employee images.

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### **Employee Management System**

*01/2023 – 02/2023*

Developed a system to manage employee profiles efficiently.

- Built functionalities for adding/removing employees with ease.
- Implemented secure login authentication for improved system security.