

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.

EXPERIENCE

December 2024 - Present

Customer Executive, Ferns N Petals

- Started as an intern and 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 accurate 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.

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.

September 2023 - October 2023

Event Assistant, Indian Mobile Congress

- Contributed to the success of the India Mobile Congress, assisting 200+ attendees and helping to improve event logistics 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.

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.
- Led 3+ research projects, improving project outcomes by 25% through enhanced critical thinking and problem-solving strategies.

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%.

EDUCATION

September 2022 – September 2026

B.Sc. (Hons.) Computer Science

Ramanujan College, University of Delhi

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

PROJECTS

Desktop AI Assistant

10/2024 – Present

Developing *Tony*, an advanced AI assistant designed to streamline tasks and improve efficiency.

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

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.

Donation Page

10/2023 – 11/2023

Created a crucial platform for facilitating seamless donations.

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

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.

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.