

PRAJWAL N

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CAREER OBJECTIVE

Motivated and detail-oriented Technical Support Engineer with experience in software troubleshooting, API testing, and customer success. Skilled at diagnosing and resolving technical issues, escalating when required, and ensuring customer satisfaction. Seeking to leverage my technical knowledge and support experience to contribute to a fast-growing organization.

SKILLS

- **Support & Troubleshooting:** API Testing, Debugging (Chrome DevTools, Console Logs), Ticket Handling
- **Tools & Platforms:** Postman, Git, MySQL, Pendo.io, Jira, Zendesk
- **Programming/Technical:** Python, Django, JavaScript, SQL, SQLite
- **Cloud:** Microsoft Azure Fundamentals (Certified)
- **Soft Skills:** Communication, Customer Handling, Escalation Management, Problem Solving

PROFESSIONAL EXPERIENCE

Technical Support Engineer | Pendo.io (via Glow Touch) *(October 2023- 2025)*

- Supported customers with Pendo product integration and guide display issues.
- Used Chrome DevTools to troubleshoot DOM, CSS conflicts, and API errors.
- Handled L1 technical support tickets, escalating unresolved issues to L2 engineering with proper logs.
- Delivered empathetic and timely responses, maintaining high customer satisfaction ratings.
- Resolved 30+ tickets weekly with 98% CSAT score
- Provided support for Pendo's web analytics tools, assisting customers with Custom CSS, JS, and HTML configurations.

Python Fullstack Intern | Microdegree (December 2024 – Jan 2025)

- Developed and deployed web applications using Django, Python, HTML, CSS, JavaScript, MySQL.
- Implemented CRUD operations and simple API integrations.

Software Engineer Intern | AI Tech Solutions *(Aug 2022 – Sep 2022)*

- Designed and developed scalable web applications using Django, Python, and JavaScript.
- Delivered high-performing and maintainable solutions with a focus on responsiveness and user experience.

EDUCATION

- **Bachelor of Engineering in Information Science and Engineering**
Srinivas Institute of Technology, Mangalore | CGPA: 7.25 | 2023
- **Pre-University (PCMB)** | SSPUC Kukke Subhramanya

ADDITIONAL COURSES AND CERTIFICATIONS

- **Python Full Stack Development** (Microdegree | 8 weeks)
Acquired skills: Python, Django, HTML, CSS, JavaScript, Django REST API, and Git.
- **Data Science Using Python** (Intel | 48 hours)
Acquired skills: Python for data analysis, machine learning basics.
- **Microsoft Azure Fundamentals** (Microsoft | 48 hours)
Acquired skills: Azure cloud services basics, virtual machines, and cloud storage.

PROJECTS

- **Deep fake Detection using CNN**
Developed a deep fake detection system using AI/ML models, ensuring media authenticity. Won first place in a college exhibition for innovation, utilizing Python, Django, and CNN architectures.
- **NexBuy- Django Framework based Ecommerce portal**
Developed an e-commerce portal using Django framework, utilizing SQLite, HTML, CSS, and JavaScript
Optimized application performance with robust database and dynamic front-end design.

STRENGTHS

- Strong problem-solving mindset
- Customer-first approach
- Quick learner & adaptable to new tools
- Excellent communication skills