

PRAJWAL N

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SUMMARY

Highly motivated and results-oriented Information Science and Engineering graduate with experience in full-stack web development and technical support. Proficient in JavaScript, and cloud platforms. Seeking to leverage technical skills and project experience in a challenging role.

SKILLS

- **Technical Support Tools:** Zen desk, Jira
- **Web Technologies:** HTML, CSS, JavaScript
- **Databases:** MySQL, SQLite
- **Cloud Platforms:** Microsoft Azure

EDUCATION

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

EXPERIENCE

- **Technical Success Engineer | Pendo.io | Glow touch** (October 2023- Jan 2025)
Delivered technical support for Pendo's web-based analytics and in-app guidance platform, ensuring seamless implementation and adoption for enterprise clients.

Collaborated closely with product managers, engineers, and customer success teams to resolve complex integration issues and ensure timely delivery of solutions.

Utilized tools such as **Postman**, **Pendo debugger**, **Segment**, and **Google Tag Manager (GTM)** to verify data tracking and event mapping.
- **Python Full stack Intern | Micro degree** (December 2024 – Jan 2025)
Gained practical experience in building full-stack applications using Python and related technologies.
- **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.

ADDITIONAL COURSES AND CERTIFICATIONS

- **Python Full Stack Development** (Micro degree | 8 weeks)
Acquired skills: Python, Django, HTML, CSS, JavaScript, Django REST API, and Git.
- **Certified JavaScript developer** (TopGrep Tech | 4 weeks)
Acquired skills: JavaScript
- **Microsoft Azure Fundamentals** (Microsoft | 48 hours)
Acquired skills: Azure cloud services basics, virtual machines, and cloud storage.