Prakash B

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SUMMARY

Enthusiastic and versatile tech professional with hands-on experience in both technical support engineering and web development. Adept at client handling, product troubleshooting, and application support. Demonstrated ability in Python, SQL. Strong communicator and fast learner with a growth mindset and a passion for solving real-world problems.

EXPERIENCE

Web Development, Nexus Info   Dec 2023 — Mar 2024
- Developed a web application to check and verify scholarship eligibility for college and school students.
- Achieved **73 accuracy** in verifying scholarship details for over **20 college students.**

Technical Support Engineer - L1, Greenbotz Private Limited, Coimbatore   May 2025 — Jul 2025
- Handle 34+ condominium clients across Singapore, providing Level-1 support for BMS (Barrier Management System) and Biomex applications.
- Engage directly with clients through voice, chat, and email to diagnose, troubleshoot, and resolve application issues.
- Guide clients in using intercom and VMS (Vehicle Management System) features; assist in onboarding and product training.
- Manage OCR-based vehicle data processing and generate periodic usage reports for clients.
- Ensure product uptime and quick issue resolution while maintaining high client satisfaction.
- Collaborate with internal teams for product updates, user feedback, and continuous improvements

EDUCATION

IFET College of Engineering - *B.E, Computer Science and Engineering - GPA: 8.47*   Jun 2020 — Jul 2024
ES Matric Hr Sec School - *HSC , Computer Science - GPA: 6.65*   Jun 2019 — Mar 2020
Tagore Matric Hr Sec School - *SSLC - GPA: 8.16*   Jun 2017 — Mar 2018

CERTIFICATIONS

Python, GUVI Geek Networks , IITM Research Park   May 2021
SQL Basics, Skillrack   Mar 2023
Machine Learning Masterclass, Udemy   Jul 2023

PROJECTS

Stress detection in IT Professionals
- Developed a Project Stress Detection to detect stress levels in IT professionals using Python and machine learning techniques **(Numpy, Keras, CV2)** Libraries .
- Utilized Python for data capture, model development **(CNN and Logistic Regression), Streamlit** used for data visualization.

Barrier & Vehicle Management Support Dashboard – Internal Tool
- Developed an internal dashboard to manage support tickets, OCR logs, and intercom/VMS issues for 34+ Singapore-based clients.
- Automated reporting processes reduce manual effort by 40% and improve issue resolution speed.
- Enabled support engineers to efficiently track VMS issues and intercom hardware logs, improving service resolution time.

SKILLS

Programming Languages	: Python, Javascript
DataBase	: SQL
Tools	: Microsoft Office (Excel, Word, PowerPoint, Outlook), AnyDesk
Support Skills	: Application Troubleshooting, Customer/Client Support (Voice, Email, Chat), Incident & Ticket Management, OCR Handling, VMS/BMS System Support
Soft Skills	: Communication, Active listening, Problem Solving, Adaptability, Collaboration, Analytical Thinking
Interests	: Designing , Blogging

RESPONSIBILITIES

Volunteer, Vglug Foundation   **Present**
Contribute to the Social Activities, promotion, and development of Open-source software and technology education.

Member, Indian Society for Technical Education (ISTE)
Plan and execute event logistics , coordinating with various teams and stakeholders, and ensuring smooth event operations.