

PRANJAL ADHIKARI

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EDUCATION

University of Texas at Austin
B.S. Computational Engineering

May 2025

WORK EXPERIENCE

Apple

February 2022 - Present

Technical Support Advisor

- First point of customer contact for software and hardware issues regarding Mac, iPhone, iPad, and Watch systems
- Utilize problem solving skills to provide resolutions for customer issues
- Achieved 98% issue and resolution handling by accurately troubleshooting and solving technical issues in FY24

Texas Department of Transportation

May - August 2021

Intern, Engineering Technician

Dallas, TX

- Conducted on-site inspections of roadway components to ensure compliance
- Performed tests on materials used in construction and analyzed results to verify specifications were met

PROJECTS

Building Damage Assessment Using Neural Networks | Python, Flask, Docker, Redis

- Collaborated on developing neural networks utilizing different model architectures to assess and accurately categorize building damage

Breast Cancer Diagnosis API | Python, Flask, Docker, Kubernetes, Redis

- Collaborated on developing a Flask application in conjunction with Redis and Kubernetes to query, store, and deploy an application for breast cancer diagnosis

International Space Station Tracker | Python, Flask, Docker

- Flask application to query information and positional data regarding the ISS

Air Pollution Predictions | R

- Utilized linear regression and k-NN models to predict air pollution concentrations across the US

SKILLS

Languages: Python, R, C++, HTML, CSS, JavaScript

Technologies: Flask, Redis, Docker, Kubernetes, git, Linux

PROGRAMS

IBM Accelerate Program: Software Track

June - August 2022

- Focused on developing a to-do list application using HTML, CSS, and JavaScript
- Achieved badge verifying understanding of data structures and algorithms, versioning, and project management