Akash Tamang

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SUMMARY

Backend-focused Software Engineer with hands-on experience in building scalable APIs, automating workflows, and integrating machine learning systems. Proficient in Python, Flask, PostgreSQL, and REST APIs with strong foundations in ML (TensorFlow, DQN). Proven ability to reduce manual tasks by 90%, optimize backend performance, and secure data handling through Firebase, Supabase, and MFA. Passionate about deploying real-world AI-enhanced solutions.

EXPERIENCE

IT support Specialist

Lamex Pty Ltd   March 2022 - September 2022, Guildford

- Provided Tier 1 and Tier 2 technical support for over **200 customers**, resolving hardware, software, and connectivity issues with a **95% first-call resolution rate**.
- Managed and closed an average of **25+ support tickets per day** using issue tracking tools such as Jira and Freshdesk, reducing average response time by **30%** through improved workflows.
- Supported system upgrades and software rollouts across **50+ devices**, ensuring zero downtime and full compliance with internal IT protocols.
- Led the implementation of multi-factor authentication (MFA) and delivered cybersecurity training, resulting in a **40% decrease in account-related incidents**.
- Authored detailed technical documentation and internal user guides, reducing repeat support requests by **20%** over a three-month period.

PROJECTS

Lucifer AI

- Developed an AI-powered NBA betting system with over **90% prediction accuracy**, using real-time data and ML.
- Built a full-stack app with Flask, Supabase, and JS; migrated to React to enhance frontend performance.
- Integrated a DQN reinforcement learning agent to optimize betting strategies, improving ROI by **~25%**.
- Automated data ingestion using APIs and web scraping, cutting manual handling by **90%**.

SmartCup+ - AI-Driven Beverage Tracking System

- Built a cross-platform hydration tracking app using Flutter and Firebase for over **100 users**.
- Designed ML logic to predict optimal drinking times, increasing accuracy by **35%**.
- Integrated APIs and Firebase security rules to personalize and secure user data.
- Conducted testing and UI iterations, reducing user confusion reports by **40%**.

TECHNICAL SKILLS

- **Frontend**: HTML, CSS, JavaScript, React (in progress), Flutter, Figma
- **Backend**: Python (Flask), Supabase, PostgreSQL, Firebase, REST APIs
- **ML & Tools**: TensorFlow, Scikit-learn, DQN, Pandas, Selenium, Git, GitHub, Google Colab, Matplotlib

SOFT SKILLS

- Analytical thinking & problem-solving
- Effective communication
- Team collaboration
- Adaptability
- Leadership skills
- Attention to detail
- Time management
- Continuous learning mindset

CERTIFICATIONS

Microsoft Security Essentials Professional Certificate	Microsoft and LinkedIn • 2025
GitHub Career Essentials Professional Certificate	GitHub and LinkedIn • 2025
Docker Foundations Professional Certificate	Docker and LinkedIn • 2025
Atlassian Agile Project Management Professional Certificate	Atlassian and LinkedIn • 2025

EDUCATION

Bachelor of Information Technology | Kings Own Institute • Sydney • 2024 • 3.82

Diploma of Information Technology | University of Wollongong • Liverpool • 2022 • 3.2