



Punith G S

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👤 PROFILE

Results-driven **Technical Support & AI Enthusiast** with expertise in **troubleshooting, automation, and AI-driven problem-solving**. Skilled in **prompt engineering, embedded systems, and power electronics**. Passionate about leveraging **large language models (LLMs), NLP, and AI technologies** to optimize customer experiences and operational efficiency. Adept at **collaborating with cross-functional teams** to enhance AI-driven solutions.

🎓 EDUCATION

06/2024
Bengaluru, India

Bachelor of Engineering (BE) in Electrical & Electronics Engineering
BNM Institute of Technology, VTU
CGPA: 7.0

11/2021
Bengaluru, India

Diploma in Electrical & Electronics Engineering
East West Polytechnic
Percentage: 74%

👜 PROFESSIONAL EXPERIENCE

06/2024 – present
Bengaluru, India

SolarEdge

Technical Service Specialist Tier-1

- Provided **technical support** for **photovoltaic inverters, batteries, and optimizers**, ensuring minimal downtime.
- Cleared **Talkdesk Certification** and all **3 Star Exams**.
- Collaborated with **cross-functional teams** to optimize troubleshooting processes and **AI-assisted diagnostics**.

08/2023 – 09/2023
Bengaluru, India

SST Technologies

Teaching Assistant (Internship)

- Conducted workshops on Embedded Systems & IoT, helping students with hands-on projects.
- Developed AI-based automation workflows for educational modules, improving engagement and learning outcomes.

08/2021 – 09/2021
Bengaluru, India

Eloquent Control Systems

Panel Board Wiring & Assembly (Internship)

- Worked on **electrical panel wiring and industrial automation** projects.
- Assisted in developing **AI-integrated control systems** for power management.

PROJECTS

Smartphone-Operated Multipurpose Agricultural Robot

Developed a mobile-controlled robot for precision farming; awarded Best Project.

Automatic Control of Cooling Fan

Using PIR & DHT11 sensors

Integrated PIR & DHT11 sensors for automated temperature and motion control

7-Level Multilevel Inverter

Designed and implemented an efficient high-power inverter.

CERTIFICATES

Talkdesk Certified Agent

Tech Center Level 3 - Star Program (SolarEdge Technologies)

AI tool and ChatGPT workshop

- Create presentations using AI in under 5 min
- Analyse data using AI in under 30 min
- Code and Debug using AI in under 10 min

ORGANISATIONS

Bengaluru, India

Youth for Parivarthan

Participated in Youth for Parivarthan for environmental awareness campaigns and blood donation drives

SKILLS

Automation & IoT

Embedded Systems, Power Electronics, Electrical Systems

Soft Skills

Communication, Teamwork, Adaptability, Analytical Thinking

AI tools

ChatGPT, Perplexity, DeepSeek, Claude, Gamma, grok

LANGUAGES

English

Kannada

Hindi