

# Assi Assi

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## EDUCATION

### Carleton University

Ottawa, Ontario

Bachelors of Science with an Honors in Computer Science, Co- op option

Expected Graduation, May 2028

- o **Concentrations:** AI and Machine learning
- o **GPA:** 3.94/4.00 | *Dean's Honour List*
- o **Related Coursework:** Data Structures & Algorithms, Computer Organization & Programming, Software Engineering , Artificial Intelligence

## EXPERIENCE

### Gatestone

Ottawa, Ontario

AI development Intern / Data Analyst Intern

Jun 2024 – Aug 2024

- **Engineered** an automated solution using Python and NLP to evaluate customer service calls, boosting agent performance analysis by **150%** across **70+ calls**.
- **Harnessed** the Deepgram API for **90%+** accurate transcriptions, cutting manual intervention and driving a **15%** gain in operational efficiency.
- **Designed** a robust 30-point scoring system to assess compliance with company processes and first-call resolution, elevating call quality by 20%.

### Progress Ways LTD - Startup

Ottawa, Ontario

Contractor - Operations Analyst

Jun 2024– Jul 2024

- **Digitized** data for 200+ clients with Google Sheets, Docs, and Maps, replacing paper records and boosting accuracy.
- **Optimized** routes via Google Maps, **cutting fuel costs by 25%** and **travel time by 20%**.
- **Created** a dynamic scheduling system with Google Apps Script, improving efficiency and adaptability.
- **Spearheaded** digital transition, increasing productivity by **75%** and contributing to six-figure revenue growth of over **\$100 000**.

### VLTRA - Startup

Ottawa, Ontario

Co-CEO, Co-Owner, CTO

Jul 2024 – Ongoing

- **Launched** a digital marketing startup, focusing on web design and brand image development.
- **Designed** and developed portfolios and web applications using React, Next.js, and Vite.
- **Utilized** various UI libraries, including Accenture UI, to create visually appealing and functional websites.
- **Acquired** hands-on experience in web design and brand building, mastering modern tools and frameworks.
- **Gained** rapid expertise in creating dynamic, user-friendly interfaces and optimizing brand presentation.

## PROJECTS

### AI Scorecards application

Ottawa, Ontario

June 2024 – Aug 2024

- **Designed** a 30-point scoring system for call evaluations, enhancing process adherence and issue resolution.
- **Integrated** Deepgram API for speech-to-text, achieving 90%+ accuracy and **reducing errors by 15%**.
- **Implemented** sentiment analysis, improving customer sentiment **accuracy by 30%**.
- **Cut** manual review time by 30%, saving **7+ hours per week** through automation.
- **Applied** advanced NLP tools (SpaCy, TextBlob) to enhance evaluation **accuracy by 15%**.

### FullStack Travel-Planner React AI App

Ottawa, Ontario

June 2024 – June 2024

- **Developed** a full-stack AI application using React and TypeScript, integrating Squid AI for both frontend and backend functionalities.
- **Utilized** Squid AI's database to store and retrieve user-inputted data, enabling context-aware responses (e.g., recalling user experiences like a trip to Costa Rica).
- **Engineered** the frontend with React and TSX, ensuring an intuitive and responsive user experience.

## SKILLS

**Programming:** Java, Python, JavaScript - (2 years) | SQL, React.js, C, Typescript, JSX, Vite, Next.js, JSX - (1 year)

**Tools:** IntelliJ, VS code, PyCharm, Jupyter Notebooks, Google Cloud, Git, Linux, Hugging face (BERT), Deepgram