



Description

I created a tool that helps engineers analyze the root causes of technical issues. It uses AI to read through issue details, categorize the issue based on context and autofill relevant information to save time and reduce cognitive load.



Technical Skills

A key challenge was improving the accuracy of an AI automation tool. The model's initial performance was low, but I had the freedom to explore solutions. I focused on prompt engineering, data analysis and refining the input/output structure.

I worked with large datasets of example issues, analyzing outputs to identify patterns and improve prompts. I developed heuristics and preprocessing techniques to help the model select relevant information more effectively. This led to a redesign of the tool's functionality and architecture to better match the model's strengths. After improving accuracy, I shifted focus to making it helpful and accessible to users. I built a browser extension that allows users to interact with the AI directly within their workflow.

Personal and Professional Growth

- Proactive Collaboration: 1) Initiating conversations and asking questions, even when it felt challenging, led to stronger collaboration. 2) Adapting my communication style to others improved interactions. 3) Seeking feedback and asking for help strengthened technical and interpersonal skills. 4) Taking ownership, following through on commitments and sharing regular updates built trust and accountability.
- Time Management and Structured Planning: 1) Structured planning was key for managing complex tasks and maintaining creative freedom without losing direction. 2) Being open to changes and new approaches helped me grow and stay flexible and resilient. 3) Prioritizing tasks and balancing goals kept me focused and reduced stress.
- Professional Identity: 1) I became more confident making decisions and navigating ambiguity. 2) These experiences helped define the kind of developer, teammate, communicator and student I want to be.

Fun Memories

I became friends with many fellow interns, and it was incredibly fun attending events together and hanging out outside of work. The company team organized a great mix of insightful technical talks and engaging social activities, from surfing lessons to board game nights. I really appreciated the welcoming culture and the care shown throughout the internship program which made the experience both professionally enriching and personally memorable.



Ethics and Society

My project helps improve engineering workflows by automating a tedious but important task of analyzing root causes of issues. By assisting with analysis and data entry, the tool increases productivity and enables more effective customer interactions. The structured data it generates also helps with deeper analysis, which can lead to faster resolution or even prevention of recurring technical problems. This contributes to the development of more reliable technology, supporting innovation that can have a broader positive impact on society.

Connection to UCSD

- Applied knowledge and project experience from AI courses (CSE 156, 151A, 158) to research and developing new approaches.
- Used skills from intro to software engineering (CSE 110) to build the final product and collaborate effectively.
- Applied teamwork and communication experience gained through research, tutoring and other extracurriculars at UCSD.
- Returning to UCSD with stronger technical and interpersonal skills and a clearer understanding of how to contribute to collaborative environments.