

# Hanzen Shou

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## EDUCATION

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University of California San Diego September 2021 – June 2025  
*B.S in Computer Science (GPA: 3.66)* La Jolla, CA

- Relevant Coursework: Machine Learning, Data Structures (C++), Algorithms, Software Engineering (Java), Computer Architecture, Operating Systems, Programming Languages

## WORK EXPERIENCE

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Student Software Engineer February 2023 – Present  
*University of California San Diego* La Jolla, CA

- Launched TritonGPT, a UCSD **LLM powered chatbot**
- Created tooling and managed K8s resources/Helmcharts for TritonGPT, reducing Prompt Engineering turnaround time by **500%** and more than **halving** time to recover from critical system failure.
- Worked with frontend experts to standardize project environment and enable **live-reload functionality** for server-side deployments
- Developed and maintained Datahub (UCSD's Jupyterhub instance), **servicing 6000+ students and 200+ instructors**
- Constructed continuous integration pipeline with Github Actions to automatically build Docker course images for instructors, **aided in a 2x reduction in course image build times**
- Collaborated with University Library to build and improve digital forms that **halved processing times for archiving documents**, using AWS Lambda and Terraform

IT Service Desk Technician September 2022 – January 2023  
*University of California San Diego* La Jolla, CA

- Serviced and supported **500+ customers** experiencing network, hardware, and VPN issues
- Troubleshoot 100+ network issues with tools Prime/ICS and coordinated with IT staff to escalate advanced issues to appropriate groups
- Solved 100+ end-user issues with Active Directory authentication
- Programmed AI accelerated chrome extension to speed up and enhance technician workflow, researched potential AI integrations and **presented findings to 200+ coworkers**

## PROJECTS

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To the Sky | *Unity Game Jam Project - VGDC 2023 Winter Game Jam* <https://zfxd.itch.io/the-skys-the-limit>

- Collaborated with 5 other team members to build a game over a week
- Designed and wrote base game framework alongside modular game interface
- Coordinated with artists and musicians to integrate game assets into final product

Palette | *Full Stack Web Application*

- Leveraged Python FastAPI, Electron, and Next JS to build an OS agnostic command palette for quickly running commands
- Integrated with Spotify API to control song playback
- Command provider architecture provides control of remote machines through local interface

## SKILLS

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- Languages: Java, C/C++/C#, HTML/CSS, Javascript/Typescript, Python
  - Technologies/Frameworks: React JS, Storybook, Java, Node JS, Postman, Unity, Blender, Git, GitHub, Postgres, Vespa, Uvicorn, Next JS, Electron