

BILL ZHANG

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EDUCATION

University of Southern California

Master of Science in Computer Science - Artificial Intelligence

Los Angeles, CA

August 2023 - Present

University of California, Santa Cruz

Bachelor of Science in Computer Science *GPA: 3.64*

Santa Cruz, CA

September 2020 - March 2023

WORK EXPERIENCE

RingCentral

AI Specialist

Belmont, CA

June 2023 - Present

- Build and maintain an Autonomous Code-Driven Visualization Engine Proof-of-Concept, leveraging Autonomous Agents, Langchain, and OpenAI APIs with prompt engineering and few-shot learning.
- Increase first-try success in addressing customer questions by over 1000% by developing a support-focused deflection chatbot.
- Design and implement a new contact card feature for RingCentral, receiving positive feedback from RingCentral employees.
- Work with the Product Team to architect a personal assistant, now in trial-stage with strong approval from C-level executives.

SproutLabs, LLC

Software Engineer Intern

Santa Cruz, California, United States

January 2023 - June 2023

- Collaborated in cross-functional team of 3 in architecting an intuitive, user-centric wireframe, enhancing user experience.
- Engineered an administrative dashboard with real-time back-end integration, featuring multi-faceted tables and Google Maps for streamlined device oversight.
- Implemented comprehensive unit and end-to-end testing across five screen sizes and multiple browsers, utilizing Playwright and Vitest to ensure optimal functionality.

SKILLS

Programming Languages:	C/C++, Java, Python, Dart, Javascript, Typescript
ML Libraries:	Tensorflow, Keras, NumPy, Pandas, Scikit Learn, OpenCV
Visualization/Other Libraries:	Matplotlib, FastAPI, Flask, NextJS, OpenAI, Azure, GCP, PostgreSQL

PROJECTS

Slug Loop *React, Material UI, ExpressJS, C, Azure*

<https://www.slugloop.tech>

Coordinated with a team, professors, and transport officials to create a real-time UCSC loop bus tracker, utilizing Radio Transmitters, Raspberry Pis, and C programming, increasing route efficiency and serving 50 daily users. GDSC Global Top 10 Finalist Project among 2000 teams.

Paddy Plant Prognosis *Tensorflow, Vite, Flask, TailwindCSS*

<https://www.paddyplantprognosis.tech/>

<https://github.com/IdkwhatImD0ing/PaddyPlantPrognosis/blob/main/modelv2.ipynb>

Collaborated with a team to develop an app aiding farmers in identifying paddy crop diseases using computer vision, accomplished 97% accuracy via Mobile Net Transfer Learning.

Sink or Swim *NextJS, Flask, Tensorflow, TailwindCSS, OpenAI, Framer Motion*

<https://sos.art3m1s.me/>

<https://github.com/simon-quach/sink-or-swim/blob/main/titanic.ipynb>

Led a group project to construct a web app predicting Titanic survival chances and generating narratives, leveraging a custom RNN with 84% accuracy.

ASL Recognition *Tensorflow, Pandas, Sklearn, NumPy, Keras*

<https://github.com/IdkwhatImD0ing/Kaggle/blob/main/SignLanguage/MobileOther.py>

Implemented a machine learning-based Snapchat filter for recognizing American Sign Language. Achieved 91.6% test accuracy utilizing MobileNetV2 for transfer learning.

Pool Party *React, Express, Hop.io*

<https://mypoolparty.tech>

Collaborated with a team to develop a real-time carpool coordination web app, reducing users' carbon footprint by 50% on average and fostering sustainable habits.

RELEVANT COURSEWORK

Artificial Intelligence, Applied Machine Learning, Computer Vision