

BILL ZHANG

San Jose, CA · jzhang71@usc.edu · 4085858267 · <https://bzhang.info/>

EDUCATION

University of California, Santa Cruz

Bachelor of Science in Computer Science *GPA: 3.64*

Santa Cruz, CA

Sep 2020 - Mar 2023

University of Southern California

Master of Science in Computer Science - Artificial Intelligence

Los Angeles, CA

Aug 2023 - May 2025

WORK EXPERIENCE

RingCentral

AI Specialist

Belmont, CA

Jun 2023 - Present

- Built an Autonomous Code-Driven Visualization Engine Proof-of-Concept using Autonomous Agents, Langchain, and OpenAI APIs using prompt engineering and few-shot learning.
- Helped improve public-facing deflection chatbot, advancing to trial-stage with strong approval from C-level executives.
- Designed and implemented a new contact card feature for the RingCentral with positive feedback from RingCentral employees.
- Increased first-try success in addressing customer questions by over 1000% by developing a support-focused product, enhancing user satisfaction.

SKILLS

Programming Languages:	C, C++, Java, Python, Dart, Javascript, Typescript, Haskell
Frameworks:	React, NextJs, Gatsby, ExpressJS, Flask, FastAPI, Vite, Vue
Libraries:	Material UI, Tailwind CSS, Socket.io, Axios, React Testing Library
Databases:	Firebase, PostgreSQL
Other:	Agile, OPENApi, RESTful Api, Github, Cloud Computing, UX Design

PROJECTS

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

<https://www.slugloop.tech>

Coordinated with a team, professors, and transport officials to develop 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.

Assistance *Gatsby, FastAPI, Material UI, Nginx*

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

Teamed up with a group to develop Assistance, a web app enabling users to simultaneously engage with 4 or more LLMs, enhancing choice while minimizing context-switching costs.

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

<https://www.paddyplantprognosis.tech>

Collaborated in a cross-functional team to create an app for farmers to identify paddy crop diseases using computer vision, achieving 97% accuracy through Mobile Net Transfer Learning.

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

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

Spearheaded a group project to build a web app predicting Titanic survival chances and generating narratives, employing a custom RNN with 84% accuracy and engaging over 500 users.

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.

MakeMeLunch *Firebase, NextJs, RapidApi, Axios, Javascript*

<https://makemelunch.xyz>

Partnered with a diverse team to build a web app recommending recipes based on available ingredients, reducing food waste and helping users save on groceries.

Insite *React, Flask, D3, Charts.js, Firebase, Socket.io*

<https://insite.art3m1s.me>

Engaged closely with a team to conceptualize and develop a node-based data visualization tool, enhancing data analysis efficiency for clients.

RELEVANT COURSEWORK

Full-Stack Web Development, Database Systems