

BILL ZHANG

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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

ML Libraries: Tensorflow, Keras, NumPy, Pandas, Scikit Learn, OpenCV

Visualization/Other Libraries: Matplotlib, Seaborn, D3Js

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.

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, achieving 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 create a web app predicting Titanic survival chances and generating narratives, utilizing a custom RNN with 84% accuracy.

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

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

Developed a machine learning-based Snapchat filter for recognizing American Sign Language, used for learning or interpretation. Achieved 91.6% test accuracy using MobileNetV2 for transfer learning.

PenmanshipPro *React, Express, Tensorflow, Keras*

<https://kazitasin07.wixsite.com/penmanshippro>

<https://github.com/Renaud2002/PenmanshipPro-TLE/blob/main/model.ipynb>

Coordinated with a team to design a web app enhancing handwriting skills through interactive exercises, achieving 86% accuracy with a custom CNN model.

Eat Safely *React, Flask, Tensorflow, Pandas, Matplotlib, Numpy*

<https://eatsafely.art3m1s.me>

<https://github.com/IdkwhatImD0ing/EatSafely/blob/main/model.ipynb>

Developed EatSafely, a web app detecting spoiled fruits using image recognition, achieving 97% accuracy with Mobile Net Transfer Learning.

RELEVANT COURSEWORK

Artificial Intelligence, Applied Machine Learning, Computer Vision