

# 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

Santa Cruz, CA  
September 2020 - March 2023

## WORK EXPERIENCE

**RingCentral**  
*AI Engineer*

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
Machine Learning:	Tensorflow, Keras, NumPy, Pandas, Scikit Learn, OpenCV
WebDev/Cloud:	React, NextJS, Vue, Flask, FastAPI, ExpressJS, OpenAI, Azure, GCP, PostgreSQL

## PROJECTS

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

<https://www.slugloop.tech>

- **Collaborated** with a multidisciplinary team, professors, and transport officials to create **SlugLoop**, serving 100 daily users.
- **Secured Top 10** in GDSC Global Challenge as the **only USA team** in top 10 in the past 3 years, among 2000 teams.
- **Facilitated real-time bus tracking**, directly improving student commute efficiency.

**WebWeaver** *NextJs, FastAPI, GPT Vision, Material UI, Redis*

<https://webweaver.biz>

- Developed **WebWeaver**, an AI-powered tool that **transforms website creation** for non-technical users.
- Enabled **real-time design and editing** through an **innovative AI chatbot**, streamlining the user experience.

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

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

- Implemented an **ASL Recognition** Snapchat filter, utilizing MobileNetV2 for **91.6% test accuracy**.
- Leveraged **image augmentation** techniques like rotation and zoom, enhancing the model's robustness.
- Achieved over **280,000 uses**, demonstrating wide adoption and practical utility.

## RELEVANT COURSEWORK

**Artificial Intelligence, Applied Machine Learning, Computer Vision**