

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, California

June 2023 - Present

- Automating analysis of 10,000 weekly support chats using OpenAI GPT-4, Pandas, and Google Cloud Platform (BigQuery, Cloud Storage), integrating multi-source data for insights.
- Increasing first-contact resolution 1400% via chatbot using Weaviate vector DB, OpenAI Ada-002 embeddings, and dynamically updated knowledge bases for context-aware responses.
- Engineered sales co-pilot aggregating 15 data sources from Salesforce and Highspot, leveraging custom regression models processing 96 features to tailor customer-specific sales pitches.

SproutLabs, LLC

Software Engineer Intern

Santa Cruz, California

January 2023 - June 2023

- Led development of a real-time admin dashboard in VueJS with a 3-person team, featuring dynamic multi-faceted tables and Google Maps integration for precise device tracking and geospatial analytics.
- Implemented E2E and unit testing across 5 screens and 3 browsers using Playwright and Vitest.

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 cross functional team of students, professors, and transport officials to create SlugLoop, serving over **11,000 users**.
- Secured Top 10** in GDSC Global Challenge as the **only USA team in top 10 in the past 3 years**.
- Built **real-time** bus tracking app for **30 buses at UCSC** utilizing RPI's and Radio Transmitters.

DispatchAI NextJS, FastAPI, Twilio, RetellAI, Hume, Google Maps

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

- First place** at UC Berkeley Hackathon, securing **\$64,000** among **1700 competitors and 293 teams**.
- Engineered **real-time 911 support dashboard** using FastAPI and WebSockets, featuring **LLM-powered evaluation pipeline** for automated information extraction and analytics.
- Integrated **Twilio phone calling** with a **Mistral 7B LLM fine tuned on a custom 911 dataset**.

AdaptED Gemini, FetchAI, Auth0, Hume, Intel, MongoDB

- Won **\$3000** out of **1000+ participants and 147 teams** at LAHacks
- Built **AI lecture platform in 36 hours**: multimodal data pipeline, Gemini 1.5 Pro, **custom fine-tuned Gemma 3B**, adaptive slides, and real-time emotion detection.

WeCracked NextJs, Material UI, Firebase

<https://wecracked.com>

- Co-founded WeCracked, a hackathon community, currently at **1,900 members**, and secured **\$10k in funding** through 7 sponsors.
- Led a team of **20+ students** to build a website with NextJS and Firebase, secure sponsorships, coordinate PR, and manage a Discord community.

RELEVANT COURSEWORK

Artificial Intelligence, Applied Machine Learning, Computer Vision, Database Systems