BILL ZHANG

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EDUCATION

University of Southern California — Los Angeles, CA
Master of Science in Computer Science - Artificial Intelligence — August 2023 - Present

University of California, Santa Cruz — Santa Cruz, CA
Bachelor of Science in Computer Science — September 2020 - March 2023

WORK EXPERIENCE

RingCentral — Belmont, CA
AI Engineer — 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 — Santa Cruz, California, United States
Software Engineer Intern — 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**.
- Became the **first USA team in three years** to secure a **Top 10 position in the Google Developer Student Challenge**, competing against **2000 teams globally**.
- **Facilitated real-time bus tracking**, directly improving student commute efficiency.

WebWeaver *NextJs, FastAPI, GPT Vision, Material UI, Redis* — https://webweaver.biz

- Created WebWeaver, an AI-powered tool revolutionizing website creation for non-technical users by enabling **real-time design and editing** with an advanced AI chatbot.
- Accepted into **Google for Startups Cloud Program**, receiving mentorship from Google engineers and industry experts.

ASL Recognition *Tensorflow, Pandas, Sklearn, NumPy, Keras*
https://github.com/IdkwhatImD0ing/Kaggle/blob/main/SignLanguage/MobileOther.py

- Implemented an American Sign Language Recognition Snapchat filter, utilizing MobileNetV2 resulting in **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