

BILL ZHANG

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EDUCATION

University of Southern California

Master of Science in Computer Science - Artificial Intelligence

Los Angeles, CA

August 2023 - Expected May 2025

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 three 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.
- Performed 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>

- Led **multidisciplinary team** with professors, and transport officials, serving over 11,000 users.
- Engineered a **real-time bus tracking app**, optimizing commutes across multiple platforms
- Secured **Top 10** in Google Developer Student Challenge, only USA team in top 10 among 2000+ in 3 years.

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

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

RELEVANT COURSEWORK

Artificial Intelligence, Applied Machine Learning, Computer Vision