

JACOB FLORES

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EDUCATION

Illinois Wesleyan University | Bloomington, IL May 2026

Bachelor of Science (BS) in Computer Science | Minor in Data Science

- **Relevant coursework:** Software Development, Artificial Intelligence, Deep Learning, Models of Computing, Applied Data Analysis, Computational Organization-Architecture, Algorithm Design & Analysis, Programming Languages, Computer Networking (in progress)
- **Certificate:** AWS Cloud Solutions Architect Professional Certificate by Amazon Web Services
- **Languages:** English & Spanish

RELEVANT SKILLS

- **Programming Languages:** Python, Java, JavaScript, C++, C, HTML/CSS, Haskell, Prolog, Forth, MIPS
- **Frameworks & Libraries:** PyTorch, NumPy, Flask, Scikit-learn, Pandas, Matplotlib, Bootstrap, Bulma
- **Tools:** Git, VSCode, PyCharm, MySQL, SQLite

EMPLOYMENT EXPERIENCE

IT Help Desk Associate | *IWU Information Technology* | Bloomington, IL August 2023 - December 2024

- Assist over 40 walk-in clients and answer approximately 80 incoming calls per week with technical support.
- Monitor a web-based system, promptly responding to client questions and manage voicemails weekly.
- Accurately document client interactions in all mediums, troubleshooting and resolving 85% of issues independently, escalating/referring the remaining 15% as appropriate.

AI Trainer | *Outlier* | Freelance May 2024 - October 2024

- Evaluate 40 AI-generated writings per week for accuracy and correctness, improving AI model performance.
- Provide constructive feedback to 100+ human writers, enhancing the quality of AI-generated content.
- Craft exemplary responses to prompts, demonstrating strong writing style and best practices in AI language.

Data Entry Assistant | *IWU Advancement Office* | Bloomington, IL June 2023 - May 2024

- Updated and maintained data records in Slate, the Advancement Illinois Wesleyan University database.
- Maintained data integrity by ensuring accuracy and completeness, achieving a 99% accuracy rate.

PROJECTS

American Sign Language Recognition | Python(PyTorch, NumPy, Matplotlib, Seaborn, Pandas)

- Applied transfer learning using ResNet18 to classify 29 ASL signs with optimized training.
- Preprocessed 87k+ 200×200 images by resizing to 64×64 and reducing to 5k samples to optimize training time
- Automated data import via Kaggle API and built custom DataLoader pipelines with 80/20 train-test split.

Workout Planner | Python(Flask, Pandas), MySQL, HTML, Jinja2, CSS(Bulma), JavaScript

- Developed a full-stack web application using Agile methodologies, allowing users to create, track, and customize fitness plans.
- Integrated real-time data processing with a well-organized database for efficient storage and retrieval.
- Optimized server-client interactions and built a responsive, interactive interface to ensure high scalability.

Webpage Phishing Detection | Python(Pandas, Matplotlib, Seaborn, Numpy, Sklearn)

- Developed a logistic regression model for binary phishing classification, achieving 95.58% accuracy.
- Demonstrated strong predictive capabilities by leveraging URL and website characteristics with advanced preprocessing and feature engineering.

LEADERSHIP & DEVELOPMENT EXPERIENCE

Spanish Teaching Assistant | *Student Worker* | Bloomington, IL August 2025 - Present

Phi Gamma Delta Scholarship Fund | *Courageous Leader* | Bloomington, IL April 2024 - Present

Association for Computer Machinery | *Active Member* | Bloomington, IL September 2022 - Present