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EXPERIENCE

ZyBooks.....

Support Representative July 2022 - Present, Los Angeles, CA

- Handled **3000+** tickets through problem-solving skills and commitment to customer satisfaction.
- Addressed upwards of **10** reported bugs every **5-8** minutes within zyBooks content, leveraging expertise in **HTML, Java, and Python** to ensure a high-quality user experience.
- Collaborated with team members to solve complex bugs and user tickets, resulting in a **30%** increase in first-time ticket resolutions and a **20%** reduction in average ticket resolution time.
- *Technical Skills: HTML, JAVA, Python*

5Head Games - Enders Gate.....

QA Co-Op Jan 2024 - May 2024, Los Angeles, CA

- Black Box stress testing the Beta version of Enders Gate Regression testing and created reproducible cases to submit to the development team
- Marks Automation Script - Developed a **Python** script that automated tasks from Baselight data, replacing four manual positions, reducing processing time by **80%**, logging data for analysis, and exporting CSV to XLS with previews to Frame. IO.
- QA Script - Created a **Python** script that automated the population and reporting of a QA database, mirroring global testing workflows, reducing report generation time by **70%**, and generating detailed operational reports, including listing all blockers, repeatable, date, and specific user
- *Technical Skills: Python, MongoDB, ffmpeg, Frame.io*

MSquareTechnologies.Inc.....

Full Stack Developer July 2023 - September 2023, Philadelphia, PA

- Integrated the **OpenAI** API into custom software, serving over **1000** college students, by utilizing **Python, React-JavaScript/ TypeScript, and NodeJS**.
- Developed and implemented a robust query database and data processing pipeline using **MongoDB** for seamless response generation by the AI language model.
- Led end-to-end development, **UI/UX** design, and database management, ensuring a user-friendly and secure interface.
- *Technical Skills: Python, React-JavaScript/TypeScript, NodeJS, MongoDB*

PROJECTS

- **CSUN ARCS Proteus - December 2023**, Programming language with built-in **HSM** support, akin to **C/C++**, complies in **C++** and designed for **JPL** software engineers.
- **Transit Reservation System - June 2023**, Created a **Java** application integrating real-time Google Maps **APIs** to optimize transit reservations based on time and cost efficiency while storing essential information in a **MySQL** database
- **Tic Tac Toe - January 2023**, Built an interactive iOS Tic Tac Toe game using **Swift**
- **Melody - November 2022**, Created a music simulator in Eclipse using **Java**, allowing users to input musical notes and generating audible **beats**
- **Bank Account - April 2022**, Developed a **Java**-based bank account simulation in **JGRASP**, featuring a user interface that presents multiple options and features such as deposit and withdrawal.

SUMMARY

Third-year Computer Science student, well versed in Java. Exploring artificial intelligence, Data Analytics, and cybersecurity fields and actively seeking opportunities to develop skills and expertise.

SKILLS

Back End	Python, JAVA, , Swift, C/C++
Front End	HTML, CSS, JavaScript, React - Hooks/Router
DB	MySQL, MongoDB
OS	Windows, MacOS, Linux(CentOS)
DevOps	Docker, GitLab, GitLab CI
Misc.	AWS, GCP, L ^A T _E X
Soft Skills	Resilience, Attentiveness

EDUCATION

California State University, Northridge

Expected 2025

Bachelor of Science - Computer Science

GPA: 3.9, Dean's Honors List

- Relevant Coursework: Advanced Data Structures and Program Design; Computer Architecture and Assembly Language; Computer Organization; Software Engineering Design; Algorithm Design and Analysis.

Clubs

- Men's Volleyball
- CSUN - ARCS