

JAINIVASH KORISAL

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EXPERIENCE

Support Representative 📅 July 2022 – Present
ZyBooks (Wiley Brand) - 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, C/C++, AWS

QA Co-Op 📅 Jan 2024 – May 2024
5Head Games - Enders Gate - 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

Full Stack Developer 📅 July 2023 – September 2023
MSquareTechnologies.Inc - 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- Hooks/Router, 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

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

EDUCATION

Computer Science B.S.
California State University, Northridge
Excepted 2025

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

SKILLS

- Python, JAVA, Swift, C/C++
- HTML, CSS, JavaScript/TypeScript, React - Hooks/Router/NextJS
- MySQL, MongoDB
- Windows, MacOS, Linux(CentOS)
- Docker, GitLab, GitLab CI
- AWS, GCP, LaTeX
- Resilience, Attentiveness

CLUBS

- Mens's CSUN Volleyball - MB
- CSUN ARCS - DevOps