Jainivash Korisal

(818) 668-4493 • Los Angeles • jaikorisal@gmail.com • linkedin.com/jainivash-korisal • github.com/JaiKorisal

EDUCATION

California State University, Northridge — Expected 2025
Bachelor of Science in Computer Science — *Northridge, California*
- **Relevant Coursework:** Advanced Data Structures and Program Design; Computer Architecture and Assembly Language; Computer Organization; Software Engineering Design; Algorithm Design and Analysis.

TECHNICAL SKILLS

Languages: Python, JAVA, Swift, C/C++, HTML, CSS, JavaScript/TypeScript, React - Hooks/Router/NextJS, AWS

EXPERIENCE

ZyBooks (Wiley Brand) — July 2022 – Present
Support Representative — *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*

5Head Games - Enders Gate — Jan 2024 – May 2024
QA Co-Op — *Los Angeles, CA*
- QA Testing - Conducted black box **stress testing** on the of Enders Gate, identifying over **150** reproducible cases and submitting detailed reports to the dev team, resulting in the resolution of **65%** of critical bugs within **two** weeks.
- 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 — July 2023 – September 2023
Full Stack Developer - Intern — *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

Stock Predictor | ↗ — May 2024
- Created a stock market prediction platform using **ReactJS**, and **Python**, leveraging machine learning algorithms and APIs to forecast prices.

Email Customer Service | ↗ — May 2024
- Developed an email management system using **Python**, **CSS/HTM**L, and **MySQL** that automates assignments, tracks conversations, and enables agents to manage customer interactions.

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.