Jainivash Korisal

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EDUCATION

California State University, Northridge — Expected 2025
Bachelor of Science in Computer Science | Dean's Honors List — *Northridge, California*
- **Relevant Coursework:** Advanced Data Structures and Program Design; Computer Architecture and Assembly Language; Object-Oriented Software Development; Software Engineering Design; Network Infrastructure.

TECHNICAL SKILLS

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

EXPERIENCE

ZyBooks (Wiley Brand) | *HTML, JAVA, Python, C/C++, AWS, Zendesk* — *July 2022 – Present*
Support Engineer — *Los Angeles, CA*
- Implemented automated tools and streamlined triage processes, reducing average ticket resolution time by **12%**
- Leveraged expertise in **HTML**, **Java**, and **Python** to swiftly address and fix bugs within zyBooks content, improving content accuracy.
- Collaborated with team members to solve complex bugs and user tickets, created macros in Zendesk to better tailor responses to user needs, resulting in a **10%** increase in first-time ticket resolutions.

5Head Games - **Enders Gate** | *Python, MongoDB, ffmpeg, Frame.Io* — *Jan 2024 – May 2024*
QA Co-Op — *Los Angeles, CA*
- QA Testing - Conducted black box **stress testing** on the Enders Gate code base, identifying over **150** reproducible cases and submitting detailed reports to the dev team, resolving **18%** of critical bugs within two weeks.
- Marks Automation Script - Developed a **Python** script that **automated** tasks from Baselight data, parsing data to reduce processing time by **20%**, 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 QA databases, mirroring global testing workflows, and reducing report generation time by **13%**. Generating detailed operational reports, including listing all blockers, repeatable, date, and specific user

MSquareTechnologies.Inc | *Python, React.js - Hooks/Route, Node.js, MongoDB* — *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.

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.