






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 picture 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 users.

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 | JavaScript, TypeScript, Python, CSS

May 2024

- Developed a stock market prediction platform utilizing ReactJS and Python, incorporating **machine learning** techniques like **LSTM** algorithms and **APIs** such as Yahoo Finance to forecast stock prices..

Email Customer Service | HTML, Python, CSS

May 2024

- Developed an email management system using Python, CSS/HTML, and MySQL that **automates** assignments, tracks conversations, and enables agents to **manage** customer interactions.

CSUN ARCS Proteus | C/C++

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 | Java

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.