






Jainivash Korisal

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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; 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)

July 2022 – Present

Support Engineer

Los Angeles, CA

- Reduced average ticket resolution time by **25%** by implementing automated tools and refining triage processes, leading to faster issue resolution.
- Leveraged expertise in **HTML**, **Java**, and **Python** to swiftly address and fix bugs within zyBooks content, improving content accuracy by **15%**.
- 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 **30%** increase in first-time ticket resolutions and a **20%** reduction in average ticket resolution time.
- *Technical Skills - HTML, JAVA, Python, C/C++, AWS, Zendesk*

5Head Games - Enders Gate

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, resulting in the resolution of **35%** 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 **40%**, 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, reducing report generation time by **20%**. 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/HTML**, 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.