

Jainivash Korisal

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EDUCATION

California State University, Northridge

Expected 2025

B.S. Computer Science | Dean's Honors List

Northridge, California

- **Courses:** Advanced Data Structures and Algorithms; Computer Architecture and Assembly Language; Object-Oriented Software Development; Software Engineering Design; Network Infrastructure.

EXPERIENCE

ZyBooks (Wiley Brand)

July 2022 – Present

Support Engineer

Los Gatos, CA (Remote)

- Implemented automated tools and streamlined triage processes, leveraging AWS for image processing to enhance content delivery efficiency and reduce average ticket resolution time by 24%.
- Leveraged expertise in HTML, Java, and Python to swiftly address and fix bugs within zyBooks content, significantly improving content accuracy. Utilized SQL Mode Database queries to analyze user-submitted bug reports, identifying recurring issues and trends to enhance the effectiveness of bug resolution.
- 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 15% increase in first-time ticket resolutions.

5Head Games - Enders Gate

Jan.2024 – May 2024

Quality Engineer Co-Op

Los Angeles, CA (Remote)

- 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 36% of critical bugs.
- Automated data processing and analysis by developing a Python script to streamline Baselight data tasks, achieving a 20% reduction in processing time while facilitating data logging and enabling the export of CSV files to XLS format with picture previews through REST API integration of Frame.io .
- Designed and implemented a Python script for automating QA database population and reporting, effectively mirroring global testing workflows and decreasing report generation time by 30%. Generated comprehensive operational reports that included lists of blockers, repeatable issues, dates, and specific user information.

MSquareTechnologies.Inc

July 2023 – Sep. 2023

Software Developer Intern

Philadelphia, PA

- Designed and developed a dynamic application for college students using Python, ReactJS, and NodeJS, integrating the OpenAI API for response generation based on a database.
- Engineered a robust query database and data processing pipeline with MongoDB, ensuring seamless and efficient data handling, which improved response accuracy and system performance.
- Led the end-to-end development process, focusing on UI/UX design and database management, creating a secure and user-friendly interface that served over 1000 students, enhancing accessibility and overall satisfaction.

PROJECTS

Stock Predictor | ReactJS, CSS, Python, MongoDB

May 2024

- Developed a stock market prediction platform utilizing ReactJS and Python (Flask), incorporating machine learning algorithms like RBF/SVM and APIs such as Yahoo Finance to forecast stock prices

Email Customer Service | HTML, CSS, Python, MySQL

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 Compiler Development | C/C++, Scala

Dec. 2023

- Programming language with built-in HSM support, akin to C/C++, complies in C++ and designed for JPL software engineers

TECHNICAL SKILLS

Languages: Python, Java, HTML, CSS, JavaScript, TypeScript, C#, SQL, C/C++, Swift

Technologies: Node.js, React.js, Docker, PyTorch

Tools: Git, AWS, Zendesk, PostgreSQL, Tableau, Jira