# 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; 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 Engineer*  *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 Enders Gate code base, 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, parsing data to reduce 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 QA databases, mirroring global testing workflows, reducing report generation time by **70%**. 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.