






# 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

## EXPERIENCE

### ZyBooks (Wiley Brand)

July 2022 – Present

Support Representative

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

- Black Box stress testing the Beta version of Enders Gate Regression testing and created reproducible cases to submit to the development team
- Marks Automation Script - Developed a **Python** script that automated tasks from Baselight data, replacing four manual positions, reducing 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 a QA database, mirroring global testing workflows, reducing report generation time by **70%**, and 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

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

### 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.

### Tic Tac Toe |

January 2023

- Built an interactive iOS Tic Tac Toe game using **Swift**

### Melody |

November 2022

- Created a music simulator in Eclipse using **Java**, allowing users to input musical notes and generating audible beats.

### Bank Account |

April 2022

- Developed a **Java**-based bank account simulation in JGRASP, featuring a user interface that presents multiple options and features such as deposit and withdrawal.