

SUNNY WANG

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Education

University of Michigan

Sep. 2020 - May 2024

Bachelor in Computer Science with Honors, Bachelor in Music

Ann Arbor, MI

Skills

Languages: Python, C/C++, Java, Typescript/Javascript, SQL

Frameworks/Libraries: PyTorch, TensorFlow, NumPy, Next.js

Developer Tools: Azure, AWS, Git, Linux, Cloudflare, Pinecone, OpenAI, Jenkins

Professional Experience

Viasat

June 2024 - Present

Software Engineer, AIOps

Carlsbad, CA

- Designed, developed, and deployed an end-to-end automated AI executive summary generation system for incident management tickets, eliminating manual reporting, cutting response times by 18%, and processing over 150 tickets daily using a scalable AWS data pipeline with real-time updates and analysis.
- Enhanced summary relevance and accuracy by integrating Slack group message scraping and implementing a RAG system with pgvector, leveraging historical data and related tickets. Built a metrics dashboard to track performance (e.g., processing time, accuracy), ensuring 98% uptime and enabling continuous optimization.
- Implemented and maintained automated detection of service issues, contributing to a 7.6% reduction of client-reported incidents over a 4 month period.
- Assisted in migrating the automation alerting system to AWS Lambda, improving scalability, reducing processing time by 12%, and enhancing cost-efficiency.

UnleashAI

May 2024 - Present

Founder and CEO

San Francisco, CA

- Founded UnleashAI, an AI automation agency improving task efficiency by 95% for clients across diverse industries.
- Designed and deployed an automated CRM system including a chat-with-database feature, enabling clients to locate leads through natural language queries, saving 40 hours per week on lead management.
- Developed AI client mapping software for salesperson routing, reducing planning time by 25 hours per week and increasing sales efficiency by 31%.
- Engineered systems for lead-tracking notifications and pre-meeting preparation workflows that integrated web scraping, email sourcing, and database querying, reducing manual prep time by 15 hours per week
- Recruited and managed a high-performing team of three, ensuring successful project delivery and innovation by fostering collaboration and continuous learning.

Viasat

May 2023 - August 2023

AI Software Engineer Intern

Carlsbad, CA

- Engineered and deployed an AI chatbot on Slack, automating virtual sandbox reservations for 300+ corporate clients, completely cutting out related operational expenses, increasing efficiency, and improving user experience.
- Implemented a supervised learning workflow that increased model accuracy by 42%, by developing a script to continuously retrain the chatbot on new interaction data and feedback.
- Optimized the chatbot's NLU pipeline, achieving a 56% reduction in response time and a 9.5% increase in accuracy, by redesigning task-specific preprocessing and intent classification algorithms.
- Collaborated with product managers and corporate clients to gather requirements and iterate on chatbot functionality, resulting in a 95% adoption rate among target users within the first month of deployment.

Instahub

May 2022 - August 2022

Machine Learning Engineer Intern

Philadelphia, PA

- Engineered a novel data-processing software using Axon and SkySpark, integrating data visualizers and multi-type analysis tools, improving dataflow efficiency by 20%.
- Implemented TensorFlow-based machine learning models to analyze raw motion sensor data, increasing sensor response accuracy by 14% and enhancing system reliability.
- Actively engaged with clients to identify core business needs, deliver tailored solutions, and ensure timely execution, resulting in the early delivery of three major features.