

Zen Edwards

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EDUCATION

Brandeis University

Aug '22 - May '26

B.Sc. in Computer Science | GPA: 3.7

Awards: Dr. Martin Luther King Jr. Fellow, Deans List '22-Present

Relevant Coursework: Data Structures and Algorithms | Programming in Java | Discrete Structures | Natural Language Processing | Statistics | Information Visualization | Machine Learning | Operating Systems | Human Computer Interaction

TECHNICAL SKILLS

- **Programming Languages:** Java, Python, SQL, HTML, JavaScript, TypeScript, CSS, Swift, C++, R
- **Tools/Frameworks:** Pandas, Scikit-learn, NumPY, Node.js, React, PyTorch, TensorFlow, Visual Studio, Linux, Unix, Eclipse, Tableau, Google Cloud, PyCharm, Jupyter Notebook, AWS, MySQL
- **Machine Learning & AI:** Deep Learning, Statistical Modeling, Large Language Models, Distributed Systems, Optimization, Concurrent Programming

PROFESSIONAL EXPERIENCE

Brandeis University

Mar '23 - Present

Software Support Assistant | Waltham, MA

- Resolved 35+ technical support tickets weekly, **troubleshooting hardware, software, and application issues** by effectively **communicating** technical information to students and faculty.
- Configured and maintained over 50 **Linux and Windows machines**, improving boot and processing speeds by 20% via custom **OS tuning** and software updates.
- Drafted **step-by-step documentation** for common issues, reducing repeat support tickets by 15% and improving Tier 1 team onboarding.

Accenture

Aug '24 - May '25

Software Development Intern | Boston, MA

- Composed 10+ interactive visualizations using **JavaScript, HTML/CSS, and Plotly** to support decision-making and align data narratives with organizational goals.
- Created **NLP models** using **spaCy, OpenAI**, and **data science** techniques to annotate articles and measure performance effectiveness, achieving a 30% improvement in analytical accuracy.
- Wrote 30+ **unit and integration tests**, increasing system reliability and catching 85% of edge-case bugs before deployment.

Massachusetts Institute of Technology

Jan '24 - Jul '24

Research Assistant | Cambridge, MA

- Generated and streamlined **end-to-end data analysis pipelines**, employing advanced machine learning algorithms and deep learning frameworks for training and validation, resulting in a 15%+ improvement in predictive accuracy.
- Conducted exploratory **data analysis** across datasets, improving **feature selection** efficiency by 25%, leading to a 15% boost in model performance.
- Utilized **precision, recall, and F1-score** metrics to validate models, improving model precision by 10% and ensuring continuous iteration for optimal performance.

PROJECTS

Renewable Energy Usage v. Electricity Access

Oct '24 - Dec '24

- Conceptualized and implemented an **interactive data visualization** dashboard, analyzing over 10,000 data points to reveal trends in renewable energy usage and electricity access.

Tech-News Summarization Engine

Sep '24 - Dec '24

- Analyzed over 50,000 technology news articles to construct **knowledge graphs**, uncovering trends and insights across 100+ industries.

Predicting Airbnb Availability

May '24 - Jul '24

- Developed a **machine learning** model to predict Airbnb listing availability with over 85% accuracy by leveraging **feature engineering** and **supervised learning** techniques.