ANDREW HING

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Education

Stevens Institute of Technology | Master of Science, Computer Science
- Graduate Certificate in Machine Learning

Stevens Institute of Technology | Bachelor of Science, Computer Science
- Graduate Certificate in Databases

Work Experience

Granite Telecommunications | *Software Engineer Intern* — June 2025 - Aug 2025
- Engineered the **NOC Agent**, a production-ready multi-agent pipeline leveraging **LangGraph** and **DSPy** to automate telecom ticket processing **reducing intake time by 98%**
- Designed and deployed an event driven architecture integrating **Apache Kafka, PostgresSQL, and Cloud Tasks** for scalable, threaded ticket routing with retry logic, SLA based scheduling, and failure recovery
- Collaborated with DevOps to deploy on **Google Cloud Platform (GCP)** in a **Kubernetes cluster** with **Dockerized microservices**, implemented **OpenLit** for distributed tracing, and set up **Grafana** dashboards using **Prometheus**, while leveraging **CI/CD** pipelines for automated, reliable deployments.
- Worked in an **Agile** environment using **Jira**, delivering iterative enhancements with production monitoring and logging.

Stevens Institute of Technology | *Course Assistant for CS 546: Web Programming* — Sep 2024 - Present
- Managed over **150** undergrad and graduate students as an undergrad, facilitating a collaborative learning environment and ensuring timely support.
- Contributed to **60%** of the class achieving an A grade by implementing tailored teaching strategies and structured guidance through one-on-one debugging sessions

Anote AI | *Software Engineer* — Dec 2024 - Feb 2025
- Developed core features for **Anote AI's SDK**, enabling **autonomous AI agents** for coding, sales, data labeling, and RFP automation
- Designed and implemented APIs for **agent creation, management, and execution**, improving modularity and scalability

Algoverse | AI Researcher — Jun 2024 - Aug 2024
- Developed and tested a **time series model** for predicting demographic changes in the US, utilizing Python to improve prediction accuracy by **30%** and reducing computation time by **30%**.
- Led a team of researchers using innovative machine learning techniques, applying object-oriented design principles to enhance project efficiency.

Projects

Real-Time Sentiment Analysis for Social Media — Feb 2025
- Designed and deployed a real-time sentiment analysis pipeline for social media data using **Kafka (AWS MSK)** for streaming and **FastAPI** for a **RESTful** backend.
- Built a **Kafka producer and consumer** to fetch tweets, analyze sentiment with **Scikit-Learn**, and store results in **MySQL (AWS RDS)**.

Skills

Languages: Python, JavaScript, SQL, C/C++, Java
Frameworks & Libraries: DSPy, LangChain, React, Next.js, Tailwind CSS, Express, Flask, FastAPI, Node.js, TensorFlow, Scikit-learn, Keras, NumPy, Pandas, Matplotlib, Stagehand, Jest
Databases: MongoDB, PostgreSQL, MySQL, Kafka
Cloud & DevOps: Google Cloud Platform (GCP), AWS EC2, Firebase, Docker, Linux, Git, GitHub, CI/CD, Jira, Terraform