

Carson Kirshner

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EDUCATION

Indiana University

Bachelor of Science in Computer Science, Specialization in Artificial Intelligence, Minor in Data Science

May 2026
Bloomington, IN

PROFESSIONAL EXPERIENCE

Information Technology Intern

Lee Company

May 2024 – Present

Nashville, TN

- Collaborated with the cybersecurity team to develop a Python script using Microsoft Graph, Key Vault, and Synapse to identify licenses of disabled users, optimizing resource allocation and utilizing Power BI to create detailed dashboards to visualize savings
- Developed a proof of concept NLP AI chatbot using OpenAI's GPT models to assist users with common technical issues and answer other questions about the company, reducing helpdesk ticket volume, and increasing overall efficiency and satisfaction
- Supported the helpdesk by setting up devices, resolving multi-factor authentication issues, and efficiently solving user tickets
- Gained hands on experience with a diverse range of Microsoft technologies (Azure, Intune, Power Automate, Dataverse, Power BI, Autopilot, DevOps, and more) to support helpdesk operations, streamline workflows, and enhance data management.
- Designed and implemented automated test cases using Leapwork to streamline and improve the efficiency of the testing processes

Artificial Intelligence Data Trainer

Data Annotation

March 2024 – Present

Remote

- Performed over 1000 data tasks to train and refine AI models, labeling and categorizing data to ensure accurate algorithm training
- Utilized annotation tools and software to enhance AI performance, significantly improving model accuracy and reliability
- Passed over 25 qualification tests in areas including software engineering, data science, and AI, to gain access to more projects

Restaurant Specialist

True Food Kitchen

May 2021 – Aug. 2023

Nashville, TN

- Adapted to roles including Host, Busser, To-go, and Expediter, ensuring seamless dining experiences for 300+ guests per shift
- Maintained high customer service standards in a fast-paced environment, mastering the POS system for efficient operations
- Cross-trained over 20 employees in various roles, ensuring coverage for schedule gaps and enhancing team flexibility

Cybersecurity Intern

Cracker Barrel Corporate Office

Feb. 2022 – Aug. 2022

Lebanon, TN

- Led a social engineering campaign utilizing security awareness training software to create visuals from real time phishing data
- Operated closely with IT Auditors to securely configure new systems while maintaining a low-risk online environment
- Gained practical experience in social engineering by using scripting to protect systems from thousands of daily threats
- Actively participated in monthly security meetings to identify and address important application security topics and concerns

TECHNICAL PROJECTS

Machine Learning: Phishing URL Detection

<https://github.com/carsonkirshner/MachineLearning-URL-Phishing-Detection>

Sep. 2024 – Oct. 2024

Bloomington, IN

- Developed a phishing URL detection system utilizing Python and Scikit-learn, implementing a Random Forest classifier to analyze URL patterns, achieving a 95.33% accuracy rate in accurately distinguishing between phishing and legitimate URLs
- Cleaned and preprocessed a dataset of over 2.5 million URLs by removing protocol prefixes and recalculating URL features

Job Application Management System

<https://github.com/carsonkirshner/TrackMyApps>

Jan. 2024 – April 2024

Bloomington, IN

- Developed and launched TrackMyApps, a Django-based web application enabling users to safely track and manage job applications, enhancing job search organization and productivity through a securely configured user-friendly interface
- Implemented custom middleware to enhance security measures, including request validation, session management, and protection against frequently seen web vulnerabilities such as XSS (Cross-Site Scripting) and CSRF (Cross-Site Request Forgery)
- Integrated Django ORM with SQLite for efficient data management and seamless data operations

TECHNICAL SKILLS

Machine Learning/ AI: Scikit-learn, GPT-4o/ 01-preview, Random Forest Classifier

Programming & Frameworks: Java, C, Python, Bash, Django, Selenium, Unity C#, R

Automation & Security: Leapwork, KnowBe4, Virtual Machines, Azure Key Vault, MFA

Web & Cloud Technologies: Microsoft Azure, Microsoft Intune, Microsoft Autopilot, HTML, CSS, AWS S3, JavaScript

Tools & Platforms: GitHub, Power BI, Power Automate, SQLite, Microsoft Graph, Microsoft Synapse, Dataverse, Pandas