

# Isha Ingersol

## Software Engineer

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**Summary:** First-Class MEng CS graduate with expertise in data science and full stack development. Experience in extracting insights from complex datasets, implementing AI/ML solutions, and building scalable systems, software architectures, and statistical analyses.

## EDUCATION

### University of Birmingham | Birmingham, United Kingdom

Sep 2021 - Jul 2025

MEng Computer Science and Software Engineering | First-Class Honours

- Relevant Coursework: Software and Database Architecture, Machine Learning, Distributed Systems, Intelligent Data Analysis
- Leadership: CS Student Rep (2022-2024) | Marketing Student Ambassador | Student Ambassador
- Honours & Awards: The Birmingham Award | AIESEC Public Speaking Competition: 1st Place

## EXPERIENCE

### Survey Data Analyst

Jan 2025 - Feb 2025

High Fliers Research Limited | United Kingdom

- Executed 20+ structured interviews for The Times Final Year Student Survey, ensuring data quality and statistical significance.
- Contributed to the High Fliers survey representing 5% of final year students from the University of Birmingham.

### Software Engineer Intern

Dec 2023 - Feb 2024

blackNgreen | Remote

- Designed backend infrastructure for a 20+ AI avatar generation system using advanced generative models.
- Implemented multimodal image search with embeddings and vector databases, accelerating data retrieval efficiency by 15%.
- Optimized APIs for GPT and LLM integration with 3 optimization strategies: fine-tuning, RAG, and hybrid approaches.

### Software Engineer Intern

Jul 2023 - Sep 2023

blackNgreen | Remote

- Engineered and integrated 3+ core backend features for AI assistant using TypeScript and robust server architecture.
- Deployed microphone and file upload backend services, boosting system performance and user engagement by 25%.

## PROJECTS

### DyscoverAI: Learning Disability Detection Made Easy | University of Birmingham

Mar 2025

- Implemented a full-stack deep learning system for the detection of 2+ learning disabilities, including dyslexia and dysgraphia.
- Conducted statistical analysis on user feedback to identify key factors affecting student learning outcomes.
- Fabricated high-performance pipelines for MobileNetV2 models (89% accuracy) and SVM classifiers (97% accuracy).

### Robotic Operations Backend | AtkinsRéalis HackaFuture 2025

Feb 2025

- Developed backend systems improving SLAM model localization accuracy by 64.4% using GRU algorithms.
- Built scalable infrastructure for hazard detection systems, improving accuracy by 75% using RoboFlow API.
- Awarded 5th place out of 20 teams for building a solution to enhance robotic operations in the nuclear industry.

### Business Data Analyst | British Airways Data Science Job Simulation

Feb 2025

- Processed 1,000+ customer reviews using advanced text analytics and sentiment analysis, achieving 93% classification accuracy.
- Constructed a comprehensive customer behavior model with 97% accuracy, identifying key factors in purchasing decisions.
- Delivered actionable business recommendations based on data patterns to improve customer satisfaction.

## SKILLS

**Programming Languages:** Python, Java, TypeScript, JavaScript, SQL, MATLAB | **Backend & APIs:** React, Node.js, Express.js, Spring Boot, Flask, RESTful APIs, Microservices Architecture, Software Development Lifecycle | **Machine Learning & AI:** TensorFlow, PyTorch, Keras, Scikit-learn, Deep Learning, Computer Vision, NLP, Data Science, Data Analysis | **Databases:** MongoDB, MySQL, PostgreSQL, Vector Databases, Database Optimization | **Cloud & DevOps:** Docker, AWS, Azure, CI/CD, Git/GitHub

## CERTIFICATIONS

**Google:** Fundamentals of Digital Marketing | **BCG X:** Data Science Job Simulation | **NVIDIA:** Fundamentals of Deep Learning | **Microsoft Azure AI:** Natural Language Processing and Computer Vision | **JPMorganChase:** Software Engineering Virtual Experience Program