

## EDUCATION

**Tufts University, School of Engineering - Medford, MA**

Bachelor of Science in Computer Science and Human Factors Engineering, expected May 2019

GPA: 3.25

**Relevant Coursework:** Machine Structure and Assembly Language, Algorithms, Web Programming, Programming Languages, Data Structures, Advanced Engineering Psychology, Human Factors in Product Design, HCI, Computer Interface Design

## EXPERIENCE

**Verizon - Basking Ridge, New Jersey**

*Data Analytics and Artificial Intelligence Intern, June - August 2018*

- Integrated a Google Calendar Service with the existing internal employee chatbot to allow employees to schedule meetings with others. Parsed user input to extract intent.
- Created a schedule checker for the chatbot that checks for mutual availability and suggests alternative times. Accounted for multiple people being added to an event.
- Saved an estimated 98k productive hours and \$4.4M in savings.
- Developed the Verizon Career Chatbot which is used by potential Verizon employee applicants to answer questions regarding the application process. Currently in production and estimated to serve 200K users with over \$1M in estimated savings.

**Tufts Mechanical Engineering Department - Tufts University, Medford, MA**

*Teaching Assistant, January - May 2017*

- Graded homework assignments and projects for the Intro to Human Factors Engineering Class.

## SKILLS

**Computer Languages:** C, C++, Java, HTML, CSS, JavaScript, MatLab, x86 Assembly

**Visual Design:** Adobe Illustrator, Sketch, Balsamiq, and InVision

**Human Factors:** User Research, UI Design, Usability Testing, Wireframing

**Computer Programs:** Microsoft Office, SPSS, and CAD

## PROJECTS

**Verizon Customer Attrition Model, June 2018**

- Won 2018 National Verizon Intern Hackathon.
- Created a service that showcased telecommunication sentiment across all major telecom companies on Twitter, Yelp, and Google Reviews.
- Predicted Verizon customer attrition rates across the U.S. by using social media data and data sourced from Kaggle. These rates were then displayed in an easy to use interface.

**Tufts JumboCode, Sept. 2017 - May 2018**

- Designed and developed the interface for the Boston Institute of Nonprofit Journalism website.
- Added feature that allows users to filter stories based on topic, author, area, etc.

**Travie, Solo Travelers App, October 2017**

- Designed and developed a web platform at Tufts Polyhack to connect solo travelers abroad.
- Developed the front-end and interface of the web platform.

**Image Compression Engine, October 2017**

- Implemented lossy compression algorithm in C that compressed images by packing and unpacking binary data, transforming color spaces, and discarding data not easily seen by the human eye.
- Developed a decompression algorithm that resulted in the decompressed images having less than a 2% difference than the original images.

**Boston Red Sox App, April 2017 - May 2017**

- Developed and prototyped an iPad app to be used at Red Sox games.
- Conducted user research, interviews, and usability testing to further advance the prototype.

LEADERSHIP &  
ACTIVITIES

**Society of Women Engineers, Event Planner**

**Imagnet Advertising Club, Account Manager**

**Tufts Human Factors & Ergonomics Society, General Member**

**Women in Computer Science, General Member**