

Nayan Bisessar

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EDUCATION

Wentworth Institute of Technology (WIT) | Boston, MA

Expected August 2025

Bachelor of Science in Computer Science

Related Courses: Data Structures & Algorithms, Software Engineering, Machine Learning, Operating Systems, Databases, Data Science, Applications of AI

TECHNICAL SKILLS

Programming Languages: Java, Python, R, F#, JavaScript, HTML, SQL, C, C++

Software: Visual Studio, Eclipse, MySQL, VirtualBox, IntelliJ, Wireshark, Spyder

Systems: Windows, Linux

PROJECTS

AI Email Automation with Sentiment Analysis | Node.js, Watson IBM

September 2024 – October 2024

- Built an **NLP-driven** email automation system using **Node-RED**, implementing sentiment analysis and **ChatGPT API** for intelligent responses.
- Integrated **APIs** to automate end-to-end workflows from email reception to response delivery.

Online Recipe Service | PHP, HTML, CSS

January 2024 – April 2024

- Collaborated in a team to develop a **full-stack web application** following the **Agile software development process**.
- **Implemented an API** to generate recipe cards stored in an **AWS database** based on user searches, with each card displaying images, cooking time, instructions, and relevant food tags.
- Created a **PHP** backend for handling requests and a responsive **HTML/CSS** frontend.

Personal Portfolio | HTML/CSS, JavaScript

December 2023 – January 2024

- Designed and implemented a personal portfolio website using **HTML, CSS, and JavaScript** to showcase skills and projects.
- Demonstrated creativity and **proficiency in front-end development** to present a visually appealing and functional portfolio online while adding responsive design to enhance user experience.

Tic – Tac – Toe | Java, JavaFX

Spring 2023

- Developed a modular and maintainable codebase by applying strong **Object-Oriented Programming (OOP)** principles, ensuring code reusability and clean separation of responsibilities among different classes.
- Designed an intuitive and visually appealing **graphical user interface (GUI)** using JavaFX.

EXPERIENCE

IT Senior Customer Service Representative | Tufts University

April 2024 – Present

- Managed tickets for IT issues, including **software troubleshooting, hardware repairs**, and technical support for university staff and students.
- **Led a team** of customer representatives, providing guidance, training, and mentorship to ensure consistent service delivery.
- **Scheduled employee shifts** and maintained effective coordination across teams to cover all operational hours efficiently.
- **Demonstrated problem-solving abilities** in fast-paced environments, resolving complex technical issues and delivering excellent customer service.

INTERESTS & HOBBIES

Society of Hispanic Professional Engineers (SHPE) | Member

September 2023 – Present

- Facilitate engaging weekly gatherings fostering an all-embracing community environment for diverse participation.
- Attend networking events with companies, creating opportunities to network with professionals in STEM sectors.