Nayan Bisessar

Boston, MA – nsbisessar@gmail.com – 603-818-2140 – www.linkedin.com/in/nayan-bisessar – Portfolio

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
Frameworks: JavaFX, PyTorch, NumPy

PROJECTS

Shark-AI: DDoS Detection System | *Python, PyTorch, Wireshark*   **November 2024 – Present**

- Developing a real-time DDoS detection system to analyze network traffic, using Wireshark for packet capture and PyTorch for anomaly detection.
- Implementing a **machine learning model** to identify abnormal traffic patterns indicative of DDoS attacks, achieving accurate and timely alerts.

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.

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.

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.