Natasha Akali

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Summary

Software engineer specializing in AI-driven systems and production-grade LLM applications. Proven ability to design, build, and operate end-to-end platforms used by real users, from cloud infrastructure and data pipelines to intelligent agents and developer-facing tools. Strong track record of technical ownership, ambiguous problem-solving, and shipping scalable systems.

Education

Carnegie Mellon University   **May 2024**
Bachelors of Science in Information Systems and Computer Science   *Pittsburgh, PA*

Experience

Job Tracker   **September 2025 – Present**
Founder
- Built an ML-driven system that ingests and preprocesses unstructured email data from Gmail via OAuth, preparing datasets for classification of job application states using LLM-based and rule-assisted baselines.
- Implemented data cleaning, deduplication, and labeling pipelines in Python using pandas and Firestore.
- Developed evaluation and error analysis workflows to measure classification accuracy, analyze failure cases, and iteratively improve prompts and model behavior, resulting in a 20% reduction in misclassification and hallucination rates.
- Integrated ML outputs into a production web service and React dashboard, collaborating across backend and frontend components to validate end-to-end functionality and user-facing reliability.

Microsoft   **August 2024 – July 2025**
Customer Success Account Manager   *Redmond, WA*
- Managed 4 public and corporate accounts end-to-end, owning onboarding, adoption, retention, and expansion strategy.
- Drove data-backed capacity planning and resource alignment, achieving #1 contract efficiency (-19% vs. -3% team avg).
- Collaborated on an OpenAI-powered agent that processed 500+ support tickets, surfacing customer trends that equipped account managers with data-driven insights to target conversations and strengthen customer engagement.
- Co-engineered the agent's reasoning pipeline (prompt templating, input validation, context retrieval), projected to improve workflow efficiency by 60% across hundreds of accounts.

Carnegie Mellon Schwartz Research Lab   **January 2023 – August 2023**
Machine Learning Researcher   *Pittsburgh, PA*
- Designed and trained custom ML pipelines in Python to analyze RNA sequences, improving early breast cancer detection accuracy by 18% and precision by 22%.

Delta Dental of Michigan   **May 2022 – August 2022**
Software Engineer Intern   *Okemos, MI*
- Developed a full stack insurance recommendation platform using JavaScript, Node.js, and MongoDB for employees to recommend dental packages to customers, reducing manual work 40% and scaling to hundreds of users.
- Built a Go-based data generator and validated REST APIs, streamlining testing workflows and ensuring 99.9% uptime.

SecureVia   **May 2021 – September 2021**
Software Engineer Intern   *Boston, MA*
- Conducted security assessments on 50+ systems, cutting high-severity risks by 35% pre-deployment.
- Boosted detection coverage by 20% and cut incident response time by 30% via Red/Blue Team exercises and hardening.

Projects

Pocket-LLM | *Python, Transformers, Deep Learning*
- Built a lightweight GPT-style model from scratch for experimentation and training on small datasets.
- Implemented tokenizer, transformer architecture, and inference pipeline for local deployment.

Resume Assistant | *Python, React, OpenAI API*
- Created an AI-powered assistant that tailors resumes to job descriptions by parsing, analyzing, and rewriting content.
- Built full stack application with a React frontend and Python backend, integrating GPT models for customized outputs.

Technical Skills

Languages: Python, Java, C, Go, JavaScript, TypeScript, SQL, HTML/CSS
Developer Tools: VS Code, Git, Unix CLI, Jupyter Notebook, Power BI, Azure, Firebase, Docker
Technologies/Frameworks: Node.js, React, FastAPI, REST APIs, Express.js, MongoDB, PostgreSQL, Transformers, PyTorch, TensorFlow, OpenAI API, Claude, Grok, Chrome APIs, Vector Similarity Search, Azure ML, Microservices
Certifications: Azure AI Fundamentals, Security Compliance and Identity Fundamentals, Copilot for Security, Cybersecurity Foundation, Salesforce AI Champion Badge, Anthropic Introduction to Model Context Protocol