Natasha Akali

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Summary

Driven engineer passionate about Artificial Intelligence and Machine Learning, with hands-on experience designing full stack systems and LLM-powered applications. Skilled at translating ideas into scalable software solutions and continuously expanding expertise through research, projects, and certifications. Seeking opportunities to build impactful AI/ML systems.

Education

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

Experience

Microsoft **August 2024 – August 2025**
Customer Success Account Manager — AI/Automation Focus *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).
- Built 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.
- Engineered the agent's reasoning pipeline (prompt templating, input validation, context retrieval), projected to improve workflow efficiency by 60% across 800+ 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 (JavaScript, Node.js, 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.

Job Tracker | *JavaScript, Chrome APIs*

- Created a Chrome extension to save, track, and manage job applications with one-click saving, CSV export, and webhook integration for AI enrichment.

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.

Celiac Disease Dining Companion (In Progress) | *Python, React, LLMs, Vector Similarity*

- Building a cross-platform app to help celiac users track symptoms and receive tailored restaurant recommendations.
- Implementing LLM-based risk analysis and search features to surface safer dining options.

Technical Skills

Languages: Python, Java, C, Go, JavaScript, TypeScript, SQL, HTML/CSS, Dart
Developer Tools: VS Code, Git, Unix CLI, Jupyter Notebook, Power BI, Azure, Firebase, Flutter, Docker, Adobe XD
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 Fundamentals, Security Compliance and Identity Fundamentals, Azure AI Fundamentals, M365 Copilot AI Navigator, Copilot for Security, Cybersecurity Foundation, Carnegie Mellon Fundamentals of Functional Programming, Salesforce AI Champion Badge, Anthropic Introduction to Model Context Protocol