

# 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

*Bachelors of Science in Information Systems and Computer Science*

May 2024

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 800+ accounts.

### Carnegie Mellon Schwartz Research Lab

January 2023 – August 2023

Pittsburgh, PA

*Machine Learning Researcher*

- 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

Boston, MA

*Software Engineer Intern*

- 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