

Noor Ali

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EDUCATION

The University of Texas at Austin *B.S., Computer Science* Austin, TX
GPA: 3.85 May 2027

Relevant Coursework: Data Structures, Computer Architecture, Operating Systems, Virtualization, Network Security, Energy Efficient Computing

SKILLS

Technical Skills: Python, Java, C, C++, JavaScript/HTML/CSS, React, Node.js, TypeScript, AWS, Azure, GCP, Docker, Langgraph, Cursor

EXPERIENCE

Coalition Inc. - *Software Engineering Intern; Remote* May 2025 - Aug 2025

- Halved the customer success median ticket response time from **5 minutes** to **2.5 minutes**, dramatically improving customer success' workflow.
- Engineered LLM automations to streamline broker and policyholder communications, scaling to **5,000+** requests per month.
- Optimized Zendesk ticket pipelines and enriched agent workflows with granular account context, increasing resolution accuracy by **32%**.
- Refactored APIs to leverage fine-grained ticket data and built a system delivering actionable steps for CS agents.
- Leveraged Zendesk, Python, Git, Cursor, Sentry, Datadog, Docker, Packagecloud, and OpenAI Agents SDK.

Fynopsis - *Co-Founder, CTO; Austin, TX* Aug 2024 - May 2025

- Partnered with **3** professional M&A users, streamlining workflows and saving **20+** hours per deal.
- Selected into Time to Build and Longhorn Startup accelerators, gaining mentorship from seasoned founders and operators.
- Invited to **Meta's Global Open Source Summit** in Menlo Park and interviewed with **Y Combinator**.
- Developed a full-stack app with authentication, modern UI, and an AWS backend, incorporating AI agents to assist financial analysts (fynopsis.ai).
- Leveraged LLMs to search a hybrid graph-RAG database of company documents and deliver cited, reliable answers.
- Enabled secure storage of critical financial documents for company transactions and accurate company appraisals.
- Built with React, Next.js, DynamoDB, Lambda, Cognito, API Gateway, Typescript, Python, Langgraph, Docker, and SQL.

UT Austin - *Undergraduate Researcher; Austin, TX* Mar 2024 - Mar 2025

- Architected a multi-agent Python system in ROS, enabling LLM-driven robot-human interactions and boosting engagement by **23%**.
- Designed real-time 3D semantic mapping software with **82%** accuracy and **229 ms** latency on RTX 4090, advancing robotic perception.
- Researched under Dr. Justin Hart in the Human-Robot Interaction lab and the Living with Robots lab.
- Utilized BWI bots, ROS, Azure Kinect, NVIDIA CUDA, Python, and C++.

Trend Micro - *Software Engineering Intern; Austin, TX* Jun 2024 - Aug 2024

- Developed an AWS CDK-based resource tracking system to automatically identify and flag unused resources across multiple accounts.
- Improved cloud visibility and enabled more proactive infrastructure management by centralizing resource data and surfacing cost optimizations.
- Automated large-scale AWS clean-up workflows that eliminated redundant assets and reduced monthly operating costs by up to **\$300,000**.
- Accelerated resource decommissioning, improving efficiency by **280%+** and reducing clean-up time from days to hours.

PROJECTS

SimpliFill - *Full-Stack App, Hybrid Graph-RAG Retrieval, LLMs* December 2024 - February 2025

- Built a full-stack app that helped non-native English speakers complete government forms using existing personal documents.
- Designed form-specific LLM pipelines with hybrid Graph-RAG retrieval to translate fields and contextualize responses.
- Integrated React/Next.js frontend with AWS backend (DynamoDB, Lambda, Cognito, API Gateway) for secure, scalable data handling.
- Won **1st Place** at **Meta Llama Impact Hackathon** in Austin, competing against **150+** teams.

Linux Incus - *Open Source Contributor* March 2025 - May 2025

- Optimized SQL code-generation logic to cut compile times and improve maintainability across the broader project codebase.
- Enhanced long-term runtime stability and performance, enabling consistent orchestration of future large-scale production development.
- Contributed to github.com/lxc/incus (**3.7k+** stars), with merged optimizations now adopted by the wider open-source community.

LEADERSHIP EXPERIENCE & ACTIVITIES

Texas Luminescence - *Director of Membership and Recruitment; Austin, TX* Sep 2023 - Present

- Built a website (texasluminescence.org) with application portal, project hub, and calendar events hosted on AWS
- Recruited via tabling and campus advertisements, generating **400+** applications with an **8%** acceptance rate
- Organized monthly social events attended by **45%** of members, strengthening club community