Cindy Pham

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Education

University of Texas at Austin, BS in Computer Science   August 2018 - May 2021
- GPA: 3.8/4.0
- **Coursework:** Operating Systems, Computer Networks, Network Security & Privacy, Modern Web Applications, Game Technology, Data Management, Software Engineering, Object-Oriented Programming

Austin Community College, AS in Mathematics   August 2015 - May 2017
- GPA: 3.9/4.0
- **Coursework:** Data Structures, Algorithms, Computer Architecture

Professional Experience

AI Quality Control Freelancer, TELUS International, Outlier AI   May 2022 - Present
- Evaluate quality of generative AI responses to user queries based on pre-defined guidelines
- Provide feedback used to train LLMs and improve user experience
- Assess how effectively models extract relevant information when using API tools to address user requests

Winter Break Intern, SparkCognition   January 2021
- Provide quality assurance for DeepNLP software product
- Automate information retrieval and document classification on large, unstructured datasets
- Present metrics based on AI's performance accuracy and provide feedback as an end-user

Projects

K-Pop Simulator
- Designed 2D simulation game based on personal experiences with favorite K-pop group TWICE to learn about efficient software/game design patterns
- Implemented event systems, game managers, level components, etc.
- Tools Used: Unity, Git, C#

Above Earth
- Created full-stack web application on space expeditions
- Designed front-end for model pages
- Implemented back-end REST API that supports filtering, sorting, searching, and pagination using data from third-party APIs
- Built CI/CD pipeline to automate app testing and deployment
- Tools Used: React.js, Flask, MySQL, Selenium, Jest, GitLab CI/CD, AWS, Postman, d3.js, Bootstrap, Docker

Mina's Homebody Adventure
- Developed 2D adventure game in honor of TWICE's birthday event
- Collaborated with TWICE's global fanbase
- Implemented player-enemy interactions, dialogue system, UI/UX elements, and puzzle mini-games
- Tools Used: Unity, Unity Collab, C#

Technical Skills

Languages: Java, C#, C, C++, Python, HTML, CSS, Javascript, Typescript, x86 Assembly, SQL, R

Tools & Frameworks: Git, Unity, React.js, Flask, Docker, Bootstrap, Android Studio, Google Cloud, MySQL, Linux, Selenium, Postman