

# Riley Chapman

rileyalexchapman@gmail.com • (704) 984-3697 • [LinkedIn](#) • [Github](#)

## EDUCATION

---

The University of North Carolina at Chapel Hill | Chapel Hill, NC

May 2026

Bachelor of Science in Computer Science | Minors: Data Science, Social and Economic Justice | CS GPA: 3.71/4.0

Relevant Courses: Foundations of Software Engineering, Design Patterns, Algorithms and Analysis, Data Structures

## TECHNICAL SKILLS

---

Languages (Ordered by Proficiency): Python, Java, TypeScript, R, SQL

Web & Backend Development: HTML, CSS, Angular, FastAPI, RESTful APIs

Tools & Technologies: GitHub, Salesforce, Git, Figma, Docker

Practices: Object-Oriented Programming (OOP), Agile/Scrum, API Integration, MVC Architecture

## RELEVANT EXPERIENCE

---

Pearson | Durham, NC

June 2025 - August 2025

Software Engineering Intern | Customer Relationship Management (CRM) Team

- Engineered and deployed an AI-powered Service Assistant with Salesforce's **Agentforce** to help the CRM team resolve support cases, targeting **2% contribution** toward a 10% case resolution time improvement OKR for 2025
- Streamlined knowledge surfacing through Salesforce **Data Libraries** and **Lightning Components**
- Coordinated cross-functional alignment with **30+ stakeholders** by delivering regular progress demos, collecting requirements, and incorporating feedback

Girls Who Code | UNC-Chapel Hill

January 2025 - Present

Instructor

- Teach curriculum in Programming Foundations and Web Development to **20+ students** in weekly classes
- Mentor and supervise a team of **8 Teaching Assistants**, ensuring effective classroom support and student success
- Cultivate an inclusive and engaging learning environment, devoting **30+ hours** each semester

Pearl Hacks | UNC-Chapel Hill

September 2024 - February 2025

Experience Committee Member

- Designed and executed two Intro to **Python workshops** for **30+ participants** at a hackathon for gender minorities
- Collaborated with a committee member to create a beginner-friendly [project outline in Python](#), guiding participants through fundamental programming concepts including loops, variables, and functions

## PROJECTS

---

[Ticket Trail](#) | Foundations of Software Engineering Project

May 2025

- Enhanced UNC's CSXL Office Hours system with an AI-powered tool using **OpenAI API integration** to suggest similar tickets, helping TAs provide faster, more informed support based on historical ticket data
- Built **RESTful APIs** with **FastAPI** and implemented a **PostgreSQL** database with **SQLAlchemy ORM** for robust ticket storage and retrieval
- Developed responsive frontend components using **Angular** and **TypeScript** while collaborating in an **Agile** team of 4

[Akari](#) | Design Patterns Project

December 2024

- Programmed a digital logic game in **Java** with **5 unique puzzles**, practicing **object-oriented** design principles
- Crafted an **interactive GUI** using JavaFX, ensuring smooth and intuitive user interactions
- Implemented **Model-View-Controller (MVC)** architecture to separate concerns and improve code maintainability

## ADDITIONAL EXPERIENCE

---

Bartaco | Chapel Hill, NC

August 2023 - Present

Server

- Orchestrate multi-table service in a fast-paced environment, demonstrating exceptional **organization** and **time management** while working **20+ hours** a week
- Foster relationships with diverse clientele through **clear communication** and an **adaptive** service approach to handle special requests and changing restaurant demands