Serene Qasem

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EDUCATION

Louisiana State University (LSU), Baton Rouge, LA   **August 2022 – December 2025**

Bachelor of Science in Computer Science: Data and Analytics, Minor in Mathematics   *GPA: 3.91*

Organizations: Tau Beta Pi Engineering Honor Society (Industry and Professional Liaison)**,** Women in Computer Science (Member), Society of Women in Engineering (Member), American Sign Language (Member), Dean's List (6x), President's Honor Roll (1x), Taylor Opportunity Program (TOPS)

EXPERIENCE

Data Science Intern   **May 2025 – August 2025**
BASF, Geismar, Louisiana

- Built a solution in Power Platform and created a dynamic Root Cause Analysis Incident reporting Power App form interface connected to Dataverse, allowing users across North America plants to create, view, and update incidents with integrated document/image upload functionality stored in SharePoint as well as Excel export options via Power Automate flows.
- Built for keeping track of incident records across plants and be able to search for previous incidents and see which user created the record for future collaborations and meetings with stakeholders.
- Implemented conditional logic to dynamically show/hide upload controls and manage incidents state across new/edit/display modes.
- Built galleries and controls to preview, remove, and manage attachments and records per incident, ensuring UX while maintaining backend data integrity.
- Managed security roles in the platform to manage user access to data and objects to prevent unauthorized access within the North America group by creating an email service provider for this region with specific users.
- I introduced Power Platform's Pipeline Deployment tool to the development team to start implementing rather than doing manual deployments across different environments (Development, Quality, and Production).

Power Platform Developer   **January 2025 – May 2025**
Shell, Monaca, Pennsylvania

- Working with AI in the energy sector with a group of contractors consisting of six engineering students and a project manager business student to develop and implement an AI-driven system for detecting seal anomalies on Shell Monaca hopper cars through Large Language Models and Machine Vision Learning.
- Set up Power Automate flow to trigger as soon as a flagged railcar enters the database, then sends an email to respective railcar technicians with the fields of that flagged railcar. Created a view in the Azure SQL database for rows to enter based on the flag status and missing identifications that the flow depends on.
- Within the alerting system flow, there is code that will open the Power App prefilled with the specific railcar information in a link attached to the email. This Power App allows technicians to update seal status and handle missing identification related to a railcar.
- Created a container in the Azure Blob storage specifically for users in the Power App form to also upload fixed or new images to return to the storage with the unique individual scan identification linked to the form.
- Used Power BI as a general overview and reporting system where each visual is tied to certain fields from certain tables and views to display different statistics. Included DAX measures and equations to enhance the logic of visuals and point out the important information of railcar breakdowns.

Programmer Intern   **August 2024 – Present**
Cajun Industries, LLC, Baton Rouge, Louisiana

- Maintain custom programs using C# and VB.NET in Visual Studio for data collection and analysis. Successfully split large per diem export files into 3 manageable segments, ensuring that the combined file did not exceed a million dollars, enhancing tracking.
- Created a custom program using VB.NET for the pipe fabrication department to export material test reports from pVault software through filtering by heat number.
- Created interactive and insightful dashboards in Power BI for reports and data analysis such as a training matrix report to manage employee training programs and certificates to show status of active, expired, and about to expire. As well as an IT-centric dashboard to speed up employee lookups as an alternative to saving a Viewpoint license just to look up if an employee is active or not.

- Conduct CTS (Cajun Time System) testing for web application before launch, identifying and resolving bugs and issues, ensuring a smother user experience at launch. Developed a CTS user screen in Power Apps based on a MS Access prototype for end users to add new users and assign jobs to users.
- Create and manage SQL queries in SQL Server Management Studio and reports within SAP Crystal Reports and SQL Server Reporting Services to support requests in payroll, accounts payable, project management, and project controls.
- Maintain the company's Vista by Viewpoint construction software and pVault databases by improving utilization of the program and providing general support.

Information Technology   **October 2023 – July 2024**
LSU AgCenter, Baton Rouge, Louisiana
- Skillfully perform hardware maintenance tasks, including testing, configuring, installing, and repairing computers across all AgCenter employees and graduate students.
- Successfully imaged and deployed over 50 computers through the PC refresh program, installing operating systems, applications, and configurations.
- Promptly handle security-related calls, documenting comprehensive details about reported issues to facilitate a fast resolution.
- Provide expert assistance in diagnosing and resolving network connectivity issues, ensuring the stability and security of both wired and wireless networks.
- Efficiently resolve both simple and complex information technology issues through the phone and remote desktop support tools.

Server   **November 2022 – May 2025**
Casa Maria, Baton Rouge, Louisiana
- Greet and welcome customers with a friendly attitude along with assisting in selecting menu items and providing recommendations.
- Use the POS (Point of Sale) system to enter orders and process payments then coordinate with the kitchen to ensure timely and accurate food delivery.
- Promote specials and desserts as well as stay informed about menu times to increase sales.

PROJECTS

FiscalFocus: Website   **March 2025 – March 2025**
- 1st place WiCS Hackathon Winner
- Working with the financial awareness theme, FiscalFocus is a web platform developed for financial advisors to upload and analyze company data. It features goal tracking, forecasting, and risk assessment powered by multiple machine learning models. Our models analyze invoices, stock performance, and profit/loss data to generate insights and future projections for financial decision-making.
- Web is built utilizing Firebase, React Native, JavaScript, Visual Studio Code, GitHub, and Machine Learning models.

TigerAI: IBM/LSU AI Security Boot Camp   **May 2024 – May 2024**
- Five-day bootcamp event presented by IBM and LSU covering Machine Learning fundamentals, Federated Learning, Large Language Models inference & Fine-tuning, and Artificial Intelligence & Data Security.

Gloom Doom: Video Game   **February 2024 – April 2024**
- Gloom Doom is a 2D tower defense-based game including challenges such as surviving against waves of plant-based enemies by building and upgrading your defenses.
- Game demonstrates the usage of C++ programming language, including standard and third-party libraries, with an emphasis on object-oriented methods. Technologies used for the development of this game are C++, Simple and Fast Multimedia Library (SFML), Visual Studio Code, and GitHub.

Bloom: Mobile App   **April 2024 – April 2024**
- Bloom is a personality-based quiz app to suggest which plant a user is for improving their mental health upon answering 10 questions. Through WiCS hackathon, this app was developed in under 72 hours based on a World Health Day prompt.
- App is built utilizing Firebase, React Native, JavaScript, Visual Studio Code, and GitHub.

TECHNICAL SKILLS

- **Programming Languages**: Python, SQL, Java, JavaScript, C#, C++, VB.NET, Power Fx, CSS
- **Tools/Frameworks**: React Native, Firebase, Simple and Fast Multimedia Library, Eclipse, Visual Studio/Code, GitHub, Power Apps, Power Automate, Power BI, Dataverse, Microsoft Azure, Dynamics 365, Active Directory (AD), Bomgar (BeyondTrust), SSRS, SAP Crystal, SQL Server Management Studio, Viewpoint, pVault
- **Languages**: English, Arabic

CERTIFICATIONS

- Occupational Safety and Health Administration (OSHA) 510   **December 2023**
- Occupational Safety and Health Administration (OSHA) 7845   **December 2023**