Shantelle Megan Serafin

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Education

University of California, San Diego (UCSD) (San Diego, CA) — Expected June 2024
B.S. Cognitive Science (Specialization in Machine Learning & Neural Computation), Minor in Computer Science — GPA: 3.7/4.0
- **Awards:** AnitaB.org Women of Color in Tech Scholar (Grace Hopper Celebration '21), UCSD Engineering Research Scholarship, Google Scholar (Learning Representations Intl. Conference '21), Rewriting the Code SWE Scholar, Provost Honors (6x)
- **Coursework:** Software Engineering, Business Analytics, Applied Data Science, Advanced Data Structures, Object-Oriented Design and Programming, Computer Organization and Systems Programming, Math for Algorithms and Systems, Software Tools and Techniques

Professional Experience

BlackRock, Inc. (Atlanta, GA) — June 2022 – Aug. 2022
Software Engineering Intern - Cloud Engineering/Governance
- Built and deployed a Microsoft Azure sandbox for the annual BlackRock capture the flag event for software engineering training involving 100+ employees worldwide (Technology stack: Terraform, Microsoft Azure, Azure DevOps, Agile methodology)
- Developed a cloud governance framework of 100+ cloud controls guided by SOC2 compliance criteria (including security, availability, integrity, confidentiality, and privacy) to set Enterprise Cloud Services division-wide standards and practices in preparation for audit
- Increased discoverability of Enterprise Cloud Services documentation by 50% by developing a taxonomy structure for 600+ documents

UCSD Undergraduate Engineering Scholarships (San Diego, CA) — June 2021 – Sept. 2021
Research Scholar & Software Engineer ([Project Link](#))
- Received a $5,000 scholarship (1 of 29 awarded of 4,000+ applicants) to research, ideate, and execute an independent project, *GEM,* a video game designed as an innovative and sustainable solution to increase confidence and growth mindsets in young women
- Laid out and implemented the technical code structure for four video game levels of GEM, consisting of 13 classes, 22 methods, and 44 objects (Technology stack: Python, Pygame, Adobe Photoshop, object-oriented design and programming)
- Designed graphical user interface, delineating eight character quests set within the four major waves of the women's rights movement
- Identified user pain point of a fixed mindset by conducting 35 interviews and analyzing 20 academic case studies on women's confidence
- Improved game experience via qualitative user data analysis and six product design iterative sprints, increasing ease of use ratings by 20%

Novelly - EdTech Nonprofit (Los Angeles, CA) — Dec. 2018 – June 2022
Director of Product ([Web Application Link](#)), *Former Strategic Partnership Analyst Intern*
- Led ideation, technical development, and launch of Novelly Web Application, an online library and forum, in three months while overseeing team of six; Grew an online community of 400+ social changemakers and collection of 70+ youth-written social issue books
- Increased application engagement by 17% by launching product data-driven features (including mobile responsiveness, integrated online community forum, search bar, book filtering system), building upon user feedback from 480+ students and educators
- Built and analyzed six product dashboards leveraging Amplitude Data Analytics to capture and track user behavioral data
- Led five weekly meetings across Leadership, Marketing, Design, and Engineering teams to oversee entire product development lifecycle

Projects

UCSD Women In Computing (San Diego, CA) — Sept. 2019 – June 2022
Art and Engineering Sculpture Designer, Engineering Empowerment Mentor
- Led team of nine to design interactive art and engineering sculpture, highlighting women in STEM (to be displayed in Engineering Ctr.)
- Mentored high school students and aspiring engineers via bi-weekly sessions on college navigation and computer science career planning
- Taught computer science workshops quarterly to 500+ local high school students on web scraping with Python and HTML

Applied Data Science (San Diego, CA) — Oct. 2021 – Dec. 2021
Effect of Company Twitter Mentions on Company Stock Volume
- Collaborated in a team of 5 to perform sentiment analysis, exploratory data analysis, linear regression, and machine learning on six large datasets (Technology stack: Python, Pandas, Numpy, Patsy, Sklearn, NLTK, Seaborn, Matplotlib)
- Built visual data models to express moderate correlation between company stock volume and sentiment of 5,000+ Twitter mentions

SDHacks Hackathon - 1st Place Winner (San Diego, CA) — Feb. 2021
Bias-ml - Political Bias Detector - Civic Engagement Category (250+ participants) ([Project Link](#))
- Led product design, visual design, and user research of a full-stack web application that parses through online articles to identify political bias using Google Cloud Natural Language Processing (Technology stack: JavaScript, CSS, React, NodeJS, Firebase, Google AutoML)

Skills & Leadership

- **Skills:** Java, C/C++, Python, SQL, JavaScript, HTML, CSS, Microsoft Azure Fundamentals, Tableau, Relational Databases, Git, A/B Testing, Cross Functional Team Leadership, Product Road Mapping, Adobe Photoshop, Adobe Illustrator, Graphic Design
- **Leadership & Involvement:** UCSD Acapella Group Public Relations and Marketing Chair and Alto 1, Social Justice Leadership College Mentor, UCSD ArtPower Marketing and Graphic Design Assistant, UCSD Club Gymnastic Team Member
- **Interests:** Performing & Fine Arts (Musical Vocal Lead, Muralist, Fashion Design Honoree), Pageantry (Miss Confidence Title), Fitness