TALIA FRENDL

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TECHNICAL SKILLS

DevOps & Cloud Tools
JIRA, Git, GitHub, GitLab, Docker (basic), AWS (basic), CI/CD (basic), YAML (basic)

Development & Collaboration
Agile Development, Scrum, User Stories, UAT Testing

Cloud & AI
Salesforce Cloud (18+ hours training), ChatGPT (daily use + Prompt Engineering Certified)

Programming & Development
Python, Java, JavaScript, SQL, Bash (basic), React, Node.js, Express.js, HTML, CSS

Communication & Support
Technical Documentation, Troubleshooting, User Support

EDUCATION

Bachelor of Science, Computer Science
California State University, Monterey Bay
August 2025 (Expected)
GPA: 4.0

Associate of Science, Computer Science
Saddleback College
June 2022
GPA: 4.0

WORK EXPERIENCE

National Aeronautics and Space Administration (NASA)

Engages Coordinator and Product Support Intern | August 2024 - Present | Remote

- Developed clear, user-friendly **documentation** to guide non-technical users in protecting Controlled Unclassified Information (CUI) and effectively utilizing NASA's AI tools
- Collaborated with developers and stakeholders to draft **User Stories** in **JIRA**, conduct **UAT testing**, and support the **Agile project lifecycle**, ensuring efficient software delivery
- Delivered one-on-one **technical training** and support to fellow coordinators, increasing platform proficiency and reducing support escalations
- Automated a custom **spreadsheet solution** to centralize user stories and support cases, improving team organization and productivity
- Submitted support cases and acted as a **liaison** between users and the technical team, helping communicate issues and coordinate resolutions
- **Transcribed** air traffic control recordings to produce accurate records, enhancing project documentation and operational clarity
- **Mentored 25 students** from Black Girls Who Code during NASA's App Development Challenge, fostering engagement and empowering young women in STEM
- Managed **100+ event requests**, streamlining expert-requester communications and supporting events that reached over **9,000+ participants**
- Completed Prompt Engineering for ChatGPT Certification (Vanderbilt University), enhancing **AI knowledge** and supporting internal AI documentation and training initiatives
- Completed 18+ hours of Salesforce Cloud Development training, advancing skills in **cloud-based workflows**
- Shadowed a team member to gain hands-on experience with Salesforce Cloud development processes

American Technology Initiative | Python - PostgreSQL - Django - GitLab

Backend Developer: Project Management Application | October 2024 - December 2024 | Remote

- Designed and deployed a scalable **database** to handle dynamic and ambiguous management requirements
- Developed **full-stack** functionality for updating team members, ensuring an **intuitive user experience**
- Delivered the product within a 6-week development timeline, **collaborating** with a team of four developers on **GitLab**

Code Ninjas | Python - JavaScript

Coding Instructor/Tutor | May 2023 - July 2024 | Aliso Viejo, CA

- Tutored students ages 5–14 in computer science fundamentals, fostering excitement and confidence in coding
- Streamlined classroom operations by developing an efficient system for organizing technology and supplies
- Collaborated on a presentation to introduce Girl Scouts to computer science, inspiring young women in STEM

Trader Joe's

Crew Member | December 2019 - March 2022 | Mission Viejo, CA

- Maintained store presentation by organizing shelves and ensuring products were displayed attractively
- Assisted customers with inquiries, delivering friendly and attentive service
- Maintained high-quality service while managing multiple priorities in a fast-paced environment.

Chick-fil-A

Utility Pro | June 2018 - May 2019 | Temecula, CA

- Delivered professional service, resolving customer needs and ensuring a positive and welcoming experience
- Adapted to a fast-paced environment while managing multiple tasks and delivering excellent service.
- Collaborated cross-functionally to support daily operations and ensure smooth team workflows.

C E R T I F I C A T I O N S & T R A I N I N G

Prompt Engineering for ChatGPT, Vanderbilt University (2025)

Automation Scripts Using Bash, Coursera Project Network (2024)

AI and Machine Learning on Google Cloud, Google Cloud (2024)

Machine Learning with Python, IBM (2024)

P R O J E C T S

Travel Itinerary Planner | MySQL - Node.js - GitHub - JavaScript

- Engineered **algorithms** and **CRUD operations** for optimizing database processes to help users plan vacations
- Implemented **session-based** state management for a **scalable** travel platform
- Enabled real-time data utilizing **external APIs,** including **Google Maps API** and **OpenAI API**
- Utilized **GitHub** for version control and seamless **collaboration** in a team environment

Paws & Found | OpenAI API - Node.js - MySQL - Express.js

- Developed a **responsive** website to explore pet breeds and local animal shelter availability as a passion project
- Enhanced user interaction with innovative features such as a **custom AI chatbot** powered by OpenAI API
- Implemented secure **user sessions** with Bcrypt hashing, and **CRUD operations** for managing user data

Personal Portfolio Website | React - Bootstrap - React Router - GitHub - Vite

- Developed a responsive portfolio website to showcase personal projects and technical skills
- Built dynamic project pages using React and React Router for intuitive navigation
- Integrated React-PDF to enable downloadable resume and documents
- Deployed the site using GitHub Pages, maintaining version control and ensuring seamless public access

See more projects at: taliafrendl.com