Trenzin Gesar

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EDUCATION

University of Minnesota - Twin Cities   Info-Tech Infrastructure BaSc - Security
College of Continuing and Professional Studies   Graduated: August 2025

EXPERIENCE

3M - Maplewood, MN

Automation Engineer Intern   **(May 2025 -August 2025)**
- Reduced ticket turnaround time by 90% by designing and deploying a Power Automate task routing system, replacing manual workflows with adaptive logic
- Engineered and implemented an LDIF Viewer in Power Apps, integrated with SQL to handle 240,000+ records, enabling Cognizant users to search and filter LDAP data without writing queries, cutting data retrieval time by 70%
- Developed intelligent Microsoft Teams integrations using Adaptive Card JSON, enabling actionable task approvals, reassignments, and real-time notifications
- Designed reusable automation flows and scalable logic structures, improving the organization's task notification model for future internal workflows

University of Minnesota - Minneapolis, MN

Infrastructure Cloud Engineer   **(September 2024 - April 2025)**
- Developed real-time monitoring pipelines with Azure Monitor and Splunk, reducing mean time to detection across cloud-hosted systems
- Implemented a Slack alerting system that pushed Splunk-detected incidents to engineering team channels, improving response time by 31%
- Automated audit reports and VM diagnostics using PowerShell, cutting manual workload and troubleshooting time by 40%

Virtual Radiologic - Eden Prairie, MN

Information Technology Project Management Intern   **(May 2024 - August 2024)**
- Individually completed a full-scale hardware refresh, deploying 148 workstations for radiologists across global locations, ensuring full compliance with security policies
- Provided remote endpoint support and security configuration management for 1,400+ devices, leveraging LogMeIn and ServiceNow workflows

Skills:

Languages: SQL, Python, JavaScript, PowerShell, C, Java, Bash, R | **AI & Automation:** Power Apps, Power Automate, OpenAI, Claude, Github Copilot, ElevenLabs, n8n, Retell AI | **Web:** Next.js, Node.js, Tailwind CSS, OAuth2, REST APIs
Cloud & DevOps: Azure, AWS, Terraform, Splunk, VMware, GitHub, CI/CD | **Tools:** ServiceNow, Jira, LogMeIn, Defender XDR, Office 365, Slack, Teams

Projects:

Tundra Webworks - *Brand Site*
- Founded a personal freelance brand to build full-stack client-facing solutions with secure API routing, real-time calendar syncing, and automated reminders. Deploying to Vercel (frontend) and Render (backend) with full CI/CD and secret management.

Golden Nails – AI Voice Assistant & Booking Website
Client under Tundra Webworks – Demo Site | GitHub – Voice Assistant
- Built a 24/7 AI voice receptionist using Twilio, OpenAI, and ElevenLabs, enabling natural phone booking via custom agent logic in n8n and Google Calendar API integration. Added a chatbot to the site via OpenAI API, and built the responsive full-stack website with Next.js, Tailwind CSS, and Node.js, deployed on Vercel.

Certificates: *Google Cybersecurity Specialization*   *Python Basics*
Identifying risks, vulnerabilities, and mitigation techniques. Using SIEM tools for network and data security.

Professional Interests & Current Focus:

Currently building intelligent tools using AI agents, LLMs, and automation to solve real-world business problems. Deeply interested in the intersection of AI + application development, especially in areas like customer support automation, secure protocol tooling, and voice/UX automation. Passionate about scaling digital experiences for small businesses and helping them grow through smart automation.