TANISHQ JAGOORI

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EDUCATION

Rutgers University-New Brunswick (Honors College) (GPA: 3.7)   Expected May 2025
Bachelor of Science in Computer Science (Artificial Intelligence Track)
Bachelor of Arts in Cognitive Science

WORK EXPERIENCE

Software Engineer Intern (AI)   June 2024 - August 2024
Readyly | New York City

- Analyzed thousands of tickets from Zendesk and Freshdesk to develop machine learning models using TensorFlow and AWS Lambda to predict ticket priority and automate smart routing, achieving 95% accuracy and reducing client costs significantly.
- Presented data-driven recommendations to the executive team, leading to strategic decisions that contributed to measurable company growth.
- Trained and fine-tuned Mistral and OpenAI LLMs to handle initial ticket responses, reducing escalated tickets by over 70% after training on previous data and specific agent performance metrics.

Data Analyst Intern   June 2023 - August 2023
Bergen's Promise | Hackensack, NJ

- Conducted comprehensive data assessments, utilizing advanced analytical techniques and tools used by 120 Care Managers to identify trends, predict patterns using ML, and areas for improvement within the organization's programs that served 2000 vulnerable youth.
- Generated data-driven reports and recommendations using over 50,000 data records, providing valuable insights to support evidence-based decision-making and optimize outcomes for children and families in need.
- Collaborated with multidisciplinary teams to develop and implement targeted interventions based on data analysis, resulting in improved support systems and enhanced well-being for vulnerable populations.

Software Engineer Intern   June 2022 - July 2022
Readyly

- Developed an algorithm from initiation through completion using Python to automate computing customer support ticket path, along with critical key KPIs, resulting in a 25% increase in operational efficiency.
- Programmed the algorithm to compute bottlenecks in the path, reducing friction in the system and leading to a ~60% improvement in overall customer satisfaction scores.
- Collaborated with higher-level engineering and creative teams to develop an efficient UI design using Javascript- React + D3.JS.

SKILLS

Problem-solving | Full Stack Programming | Python | Java | AWS | AI & NLP | Machine Learning

Data Analytics |React + d3.js | JavaScript | TensorFlow | Databases - SQL | Team Leadership

LEADERSHIP EXPERIENCE AND AWARDS

- **Sigma Phi Delta (Engineering Fraternity)**
  Co-founder and Vice-President
  - Successfully co-founded and re-established the Omega chapter of Sigma Phi Delta, a prominent international engineering fraternity. Providing strategic leadership as Vice President, driving initiatives that enhanced member engagement, professional development, and doubled organizational growth
- Recipient of the Chancellor's Leadership Award for Student Staff Excellence
- Rutgers Scarlet Service Internship Program Assistant
- Student Staff Supervisor at the ODASIS Program, Rutgers
- Student Representative at 2 different Rutgers Search Committees