

TANISHQ JAGOORI

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EDUCATION

Rutgers University-New Brunswick (Honors College) (GPA: 3.7)

Expected May 2025

B.S. Bachelor of Science in Computer Science (Artificial Intelligence Track)

B.A. Bachelor of Arts in Cognitive Science

WORK EXPERIENCE

Software Engineer Intern (AI)

June 2024 - August 2024

Readyly | New York City

- Analyzed 15,000-20,000 tickets from Zendesk and Freshdesk to develop and execute **machine learning models** utilizing **TensorFlow, AWS S3, and AWS Lambda** to predict ticket priority and automate smart routing, achieving **95% accuracy** and significantly reducing client costs.
- 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.
- Presented data-driven recommendations to the executive team, **leading to strategic decisions** that contributed to measurable company growth.

Data Analyst Intern

June 2023 - August 2023

Bergen's Promise | Hackensack, NJ

- Generated data-driven reports and **recommendations using over 50,000 data records**, and **mathematical ML models** to **identify trends, and predict patterns** providing valuable insights to support evidence-based decision-making and optimize outcomes for children and families in need.
- Conducted comprehensive internal data assessments, utilizing **advanced data analytical techniques** and tools like **SQL and R** which 120 Care Managers used to identify areas for improvement within the organization's programs that served 2000 vulnerable youth
- Collaborated with multidisciplinary teams on projects 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 a **ticket-path computing algorithm** from initiation through completion using Python to automate computing customer support ticket paths, 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 | Machine Learning

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

LEADERSHIP EXPERIENCE AND AWARDS

- **Co-founder and Vice-President** of **Sigma Phi Delta**, a prominent **international engineering fraternity**.
- Recipient of the **Chancellor's Leadership Award** for Student Staff Excellence
- Rutgers Scarlet Service Internship **Program Assistant**
- Physics **SI Leader and Exam Reviewer** at the ODASIS Program, Rutgers
- Student **Staff Supervisor** at the ODASIS Program
- Student Representative at 2 different **Rutgers Search Committees**
- Recipient of the **James Dickson Carr scholarship**