Trey Israel

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Experience

ConvergeOne (C1)   Remote
AI Center of Excellence Intern   *May 2025 – August 2025*
- Architected and deployed 10+ AI chatbot prototypes using Python, Node.js, and FlowiseAI, transforming complex workflows into scalable, multi-turn conversations with intelligent fallback and escalation logic
- Designed a LangChain-based conversation simulator that executed 7,500+ synthetic interactions, enabling automated testing and surfacing performance insights that improved dialog accuracy and coverage
- Created 2 internal tools to streamline chatbot workflows, cutting setup and testing time by an estimated 30-40%
- Mapped client data to automation use cases, increasing intent coverage and reducing agent handoffs

WebstaurantStore   Remote
Software Engineering Intern   *May 2024 – August 2024*
- Contributed to the development of Cicero, a React-based single-page application (SPA) using TypeScript, Ant Design, and C#, streamlining test case and test plan management for the QA department
- Delivered 15+ features and bug fixes, improving application performance, enhancing user experience, and enabling smoother workflows across QA, engineering, and product teams
- Facilitated automation and management of over 1,000 test plans across 10+ departments
- Handled releases and deployments using CI/CD pipelines in Azure DevOps, integrating products for smooth rollouts

Projects

AI-Enhanced NexChat Chatbot Capstone | *Microsoft AI tools, NexChat LLM, Vertica*   August 2025 - Present
- Sponsored by TD SYNNEX and working closely alongside their team, collaborating in a group of 4 to design, train, and refine chatbot models focused on improving accuracy, reducing response time, and boosting user satisfaction
- Developing a robust transcript ingestion pipeline that processes Gong TEAMS call recordings and integrates them seamlessly into Vertica storage, enabling scalable, efficient data management and real-time analytics
- Creating keyword trackers and dashboards to monitor conversation metrics and support business insights
- Delivering deployable AI-driven conversational systems with comprehensive documentation for enterprise use

FinSight | *Next.js, TypeScript, Supabase, Python*   March 2025 – Present
- Developing a full-stack AI-powered finance coaching platform with Next.js, TypeScript, Supabase, and Python, featuring secure auth, email verification, and persistent GPT-driven chat history
- Integrated GPT-3.5 via prompt engineering to deliver real-time, risk-adjusted financial coaching with sub-200ms latency, supporting context-aware replies and user-specific history
- Built multi-tenant architecture with Supabase RLS and triggers, ensuring 100% data isolation and audit compliance
- Reduced NLP API costs by 40% with a lightweight GPT-2–based sentiment analysis service

Multi Agent Path Planning | *Python, PyTorch*   March 2025 – May 2025
- As part of an MIT Lincoln Laboratory–sponsored project, designed and implemented 4 navigation algorithms for real-time multi-agent coordination in 100×100 grid worlds with 5 agents and 200 goals
- Trained and benchmarked DQN and A2C over 1,000+ episodes; DQN outperformed A2C in efficiency and coverage
- Optimized A^* to compute 59-step paths in 0.0015s with 100% success rate in static environments
- Visualized performance trends across reward, training time, and goal collection to inform robotics planning decisions

Education

Clemson University   Clemson, SC
Bachelor of Computer Science, Minor in Financial Management   *December 2025*
- **Cumulative GPA:** 3.63/4.00
- **Relevant Coursework:** Computer Organization, Design and Analysis of Algorithms, Data Structures and Algorithms, Software Development Foundations, Software Engineering, Data Science, Artificial Intelligence, Machine Learning
- **Awards:** Dean's List Fall 2022, President's List Spring 2023, President's List Fall 2023

Technical Skills

Languages: C, C++, C#, Java, JavaScript, TypeScript, Python, R, SQL, HTML, CSS
Technologies/Frameworks: React, Next.js, Angular, Node.js, Supabase, AWS, Docker, Kubernetes, DynamoDB, MySQL
Developer Tools: Git, GitHub, Azure DevOps, Postman, Visual Studio Code, Visual Studio, PyCharm, IntelliJ