

SHIVANSH SINGH

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EDUCATION

University of Arizona

Aug 2022 – May 2027

B.S. Computer Science · Minor in Software Engineering

Tucson, AZ

Highest Merit Scholarship · Relevant Coursework: Data Structures & Algorithms, Systems Programming, Software Engineering, OOP

EXPERIENCE

Handshake AI – Project Hilux

Jan 2025 – Present

AI/LLM Evaluation Engineer

Remote

- Designed and executed 200+ adversarial test cases to stress-test production LLM behavior, identifying failure modes and edge-case vulnerabilities before deployment
- Built structured evaluation frameworks to validate model output quality and consistency across prompt variations — findings fed directly into RLHF improvement pipelines
- Performed root-cause analysis on model regressions and defect patterns; documented results and collaborated with engineering to prioritize and verify fixes
- Automated test data collection and reporting pipelines using n8n workflows, reducing manual overhead by ~40% and enabling faster iteration cycles

University of Arizona – UITS

May 2025 – Present

24/7 IT Support Specialist

Tucson, AZ

- Diagnose and resolve hardware, software, and network issues for 1,000+ university users; log all cases in ServiceNow with full root-cause documentation
- Execute systematic troubleshooting procedures across Windows, macOS, and Linux (Active Directory, VPN/Duo 2FA, Microsoft 365) — achieving consistent first-contact resolution
- Identified recurring failure patterns across support queues and escalated systemic issues to tier-3 engineering, reducing repeat incident volume

University of Arizona – DRC

Dec 2023 – May 2025

Alternate Format Lead

Tucson, AZ

- Validated ADA accessibility compliance of 500+ academic materials, enforcing zero-defect quality standards on all final deliverables
- Streamlined document processing workflows using Python scripting, improving throughput and reducing turnaround time by ~30%

PROJECTS

IT Support Ticket Analyzer

Next.js 14 · Claude API · Vercel

- Built a full-stack automation pipeline that classifies, prioritizes, and routes IT support tickets via LLM inference — reducing manual triage time by over 80%
- Designed test coverage for 10 ticket classification categories including edge cases, validating accuracy before production deployment

Pharmacy Management System

Java 17 · Spring Boot 3 · React 18 · MySQL · Claude API

- Engineered RESTful APIs with JPA/Hibernate ORM, AI-assisted prescription validation, and JUnit integration test suites targeting >85% code coverage
- Applied CI/CD principles with Git branching strategy; automated build validation and regression testing at each commit

DOS Card Game

C · Data Structures · Systems Programming

- Implemented a full card game engine in C with custom linked-list structures, dynamic memory management, and rigorous boundary/edge-case validation

TECHNICAL SKILLS

Languages: Python, C, C++, Java, TypeScript, JavaScript, Bash, SQL, HTML/CSS, R, Swift, Assembly, HDL/Verilog

Testing & QA: Test Automation, Regression Testing, Root-Cause Analysis, Adversarial Test Design, JUnit, CI/CD Pipelines, Test Plan Design

Frameworks & Tools: React 18, Next.js 15, Spring Boot 3, Node.js, n8n, Git/GitHub, Linux/Ubuntu, Vercel, Postman, ServiceNow, JIRA

AI & LLM: Claude API, Prompt Engineering, LLM Evaluation, RLHF, Automation Workflows

Methodologies: Agile, CI/CD, REST API Design, Object-Oriented Design, ADA Compliance