SANDESH POUDEL

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EDUCATION

SUNY - Plattsburgh <div align="right">**August 2021 - May 2025**</div>
Bachelor's, Computer Science <div align="right">*GPA: 3.96*</div>
- Relevant Coursework: Data Structure and Algorithms, Operating Systems, Machine Learning, Theory of Computation.

PROFESSIONAL EXPERIENCE

SUNY - Plattsburgh <div align="right">**Plattsburgh, NY, USA**</div>
ITS Helpdesk Technician <div align="right">*August 2023 - May 2025*</div>
- Enhanced user satisfaction by 30% in a high-volume technical support environment by delivering effective support, resolving hardware, software, and network issues through both in-person and remote assistance.
- Supported over 500 users monthly by providing comprehensive technical assistance through collaboration with cross-functional teams to address complex IT issues, contributing to the overall efficiency of the helpdesk operations.

SUNY - Plattsburgh <div align="right">**Plattsburgh, NY, USA**</div>
Intern, Meso-American Landscapes <div align="right">*August 2024 - December 2024*</div>
- Achieved 98% accuracy in language detection by developing an automated language classification system for over 150,000 Central American place names using MediaPipe's TFLite model.
- Enhanced data visualization capabilities by contributing to data-rich interfaces, ensuring accurate tagging and preparation of language classification data for mapping applications.
- Enabled efficient geospatial analysis by creating a batch-processing script that generated CSV files with high-confidence language tags and probabilities, facilitating geospatial mapping and ArcGIS analysis.

PROJECTS & OUTSIDE EXPERIENCE

Inventory Management System
- Streamlined inventory management processes by developing a desktop application using PostgreSQL and Qt, transitioning from error-prone CSV workflows to a robust database solution.
- Enhanced user experience and operational efficiency by implementing features for item search, update, and real-time stock tracking in a Qt-based GUI.

MetaScan – AI Face Recognition & Reverse Image Search <div align="right">*January 2025 - May 2025*</div>
- Developed an AI-powered privacy tool that captures real-time video from Meta Quest 3, detects faces using OpenCV, and performs reverse image searches, enhancing digital traceability analysis.
- Enhanced data visualization capabilities by developing a web dashboard using Flask to summarize findings and map source URLs, integrating Gemini API for an AI-powered privacy tool.

Smart PDF AI Assistant
- Enabled users to efficiently interact with PDF content by building a full-stack web app with a modular React frontend and FastAPI backend for a Smart PDF AI Assistant, simplifying document handling.
- Enhanced user engagement by implementing section-based Q&A and highlighted PDF viewer functionalities in the Smart PDF AI Assistant, utilizing LLM-driven instruction parsing.

Portfolio Website – poudelsandesh.com
- Created an engaging, responsive personal website to showcase projects, resume, and video demos using React and Next.js, designing interactive UI features such as typewriter animations and project filters to optimize user engagement.
- Showcased ability to handle complex UI logic through the development of a resume timeline layout and interactive video modals, leveraging React to create data-rich interfaces that improved information accessibility.

SKILLS

Skills: Python, JavaScript, TypeScript, Git, HTML/CSS, C/C++, React.js, OpenCV, Postgres, Flask, Node.js, Next.js