Karoline Yashin

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Education

Michigan State University East Lansing, MI

Bachelor of Science, Computer Science, Honors College, GPA: 3.5 *September 2021 – May 2025*

- Relevant Coursework: Software Engineering, Database Systems, Algorithm Engineering, Computer Systems, Software Design, Intro to AI

Technical Skills

Languages: Python, C/C++, SQL, JavaScript, TypeScript, C#
Frameworks & Libraries: React, Flask, Node.js, Next.js, Plotly Dash, Pandas, NumPy, Matplotlib
Tools & Platforms: Git, Docker, Salesforce, FormAssembly, Okta, SailPoint, Vercel, Railway
Databases: MySQL, Microsoft SQL Server, Oracle, Firebird, Supabase
Concepts: Object-Oriented Programming and Design, Data Structures and Algorithms, Full-Stack Development

Experience

Salesforce and Systems Support Engineer July 2024 – February 2026

MSU IT Enterprise Services *East Lansing, MI*

- Configured Salesforce automation across 5 university departments, including record-triggered flows, dynamic forms, automated email confirmations, and field update logic, reducing manual administrative overhead for donor, student, research, and affiliate data workflows.
- Integrated FormAssembly with Salesforce for the Great Lakes Midwest Regional Food Business Center, validating end-to-end application submissions and accurate data synchronization between systems.
- Improved data integrity across enterprise systems by correcting 200+ records and merging 30+ NetIDs across Oracle, MySQL, MS SQL Server, Firebird, Okta, and SailPoint to maintain accurate access and role provisioning during employee and student transitions.
- Diagnosed and resolved cross-system configuration and data sync issues across Salesforce, TeamDynamix, Okta, and SailPoint that were causing authentication and authorization failures.

Projects

HAP Customer Intent Engine and Training Tool | *Python, Flask, JavaScript* January 2025 – April 2025

- Designed and built a full-stack call-center analytics and training platform for Health Alliance Plan (HAP), a nonprofit Michigan health insurer affiliated with Henry Ford Health, as a university capstone project.
- Analyzed 500+ de-identified customer service transcripts with Python and Pandas to extract call volume, duration, transfer frequency, and common call reason metrics.
- Implemented backend REST APIs in Flask to support data processing pipelines and frontend interactions across a multi-component application.
- Built interactive Plotly Dash dashboards and table views to surface training insights; developed HTML/CSS/JavaScript front-end views for navigation and user interaction.
- Automated PDF reports using FPDF, compiling dashboard charts and tables into downloadable offline reports.

Pet Cues: AI Club at MSU | *Python, ReactJS, Flask, DeepLabCut* September 2023 – April 2024

- Proposed, scoped, and led development of a web platform for first-time dog owners to interpret canine body language using computer vision, directing a team of 7 across frontend, backend, and ML components.
- Defined service boundaries between a React/Next.js frontend and Flask backend, establishing the architectural pattern for the team to build against.
- Researched DeepLabCut-based pose estimation workflows using the Stanford Dogs dataset (20,000+ images, 120 breeds) in an emerging area without standardized tooling or labeled behavioral datasets.
- Guided architectural and product decisions under ambiguity; presented system design and implementation details to faculty and student audiences.

Music Trivia Web App | *Next.js, React, Last.fm API, Railway* Present

- Building a multiplayer music trivia platform with personalized gameplay using Last.fm data and playlists.
- Architected and implemented lobby creation, real-time game-session logic, and Last.fm auth integration; deployed on Railway for live multiplayer support.