Ishan Islam

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Education

Georgia Institute of Technology — **Atlanta, GA**
Master of Science, Analytics — *Aug 2026 - Present*

Long Island University — **Brooklyn, NY**
Bachelor of Science, Computer Science — *Sep 2022 - Dec 2025*

- *Cumulative GPA: 3.69 | Presidential Scholar | Cum Laude Graduate*
- *Vice President, Computer Science Club*
- *Vice President, Google Developer Group*

Experience

Con Edison — **New York, NY**
Information Technology Analyst — via Cognizant — *May 2026 - Present*

- Support enterprise technology systems and applications for Con Edison, troubleshooting software, hardware, network, authentication, and access issues across production end-user environments.
- Diagnose technical incidents using structured troubleshooting and ITSM workflows, documenting root causes, resolutions, and escalation paths for complex application and infrastructure issues.
- Analyze recurring incident and service-request patterns to identify failure trends, improve operational reliability, and support data-driven process improvements.
- Collaborate with application, infrastructure, network, and engineering teams to resolve cross-system issues and communicate technical findings to technical and non-technical stakeholders.

Virgin Atlantic Airways — **New York, NY**
Operational Analyst — *Apr 2025 - May 2026*

- Analyzed daily flight operations, including arrival and departure schedules, turnaround times, and operational delays to identify inefficiencies and support on-time performance.
- Monitored KPIs including, flight punctuality, ground handling efficiency, and service disruption to support data-driven operational decisions.
- Coordinated with ground handling teams, airport personnel, and airline operations to optimize resource allocation, streamline workflows, and maintain efficient flight operations
- Evaluated flight schedules, staffing requirements, and operational disruptions to support scheduling adjustments, minimize delays and improve overall operational efficiency

Accenture | Project — **New York, NY**
AI and Machine Learning Fellow — Break Through Tech Industry Project — *Aug 2025 - Dec 2025*

- Developed an end-to-end NLP misinformation detection system using Python, TF-IDF feature engineering, and supervised machine-learning models.
- Built reusable preprocessing and model-evaluation pipelines for text normalization, feature extraction, cross-validation, precision, recall, and F1 analysis.
- Exposed trained model inference through a REST API and integrated it with a web interface for real-time text classification.
- Collaborated with an Accenture-sponsored team to iterate on model architecture, evaluate experiments, and deliver a production-oriented AI application.

Break Through Tech — **New York, NY**
AI and Machine Learning Fellow — *Jun 2025 - Apr 2026*

- Built machine-learning solutions in Python across classification, regression, NLP, and predictive analytics problems using real-world datasets.
- Developed data preprocessing, feature-engineering, model-training, and evaluation workflows with Pandas and scikit-learn.
- Conducted experiments using cross-validation and statistical evaluation to compare model performance and improve generalization.
- Presented technical findings, model decisions, and analytical results to mentors and industry partners.

Projects

AI Document Assistant | *Python, RAG, OpenAI API, FAISS, Streamlit* | **GitHub** | **Live Demo**

- Built and deployed a retrieval-augmented generation application that lets users upload documents and ask context-aware questions against their contents.
- Implemented document chunking, vector embeddings, FAISS similarity search, and retrieval pipelines to identify relevant document context before LLM generation.
- Integrated OpenAI embeddings and generation APIs into a modular Python backend and built an interactive Streamlit interface for document ingestion and question answering
- Deployed the application to Streamlit Community Cloud and configured environment-based secret management for production API access.

Wildfire Risk Prediction Model | GitHub

- Developed a machine-learning pipeline to estimate wildfire survival probabilities at 12-, 24-, 48-, and 72-hour horizons from environmental and incident data.
- Engineered predictive features from spatiotemporal datasets and evaluated survival-model performance through iterative experimentation.
- Achieved a **0.90837 Kaggle score** in the Break Through Tech Datathon.

Skills

- **Programming:** Python, SQL, JavaScript, Java, HTML/CSS, PowerShell
- **Frameworks & APIs:** FastAPI, React, REST APIs, SQLAlchemy, scikit-learn, Pandas
- **AI/ML:** NLP, RAG, LLM APIs, Embeddings, FAISS, Classification, Regression, Clustering, Feature Engineering, Model Evaluation
- **Databases & Cloud:** PostgreSQL, MySQL, SQLite, Google BigQuery, Docker
- **Tools & DevOps:** Git, GitHub, GitHub Actions, Docker Compose, Render, Streamlit, Jupyter, Linux
- **Analytics:** Tableau, Power BI, Excel, Matplotlib
- **Certifications**: Break Through Tech ML Certificate, Machine Learning, Foundations of Data Science