

Nmesoma April Ossai

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EDUCATION

Claflin University

Bachelor of Science in Computer Science. GPA: 3.8/4.0

Orangeburg, SC

Aug. 2022 – May 2026

EXPERIENCE

Microsoft

May - August 2025

Atlanta, GA

Software Engineer Intern

- * Automated the Root Cause Analysis process for Microsoft's Incident and Case Management (ICM) system.
- * Designed and built a backend service that analyzes incident data and predicts the most probable root cause, reducing average investigation time from 4 hours to near-instant.
- * Integrated the service with the ICM platform to automatically post root cause predictions, ensuring seamless, real-time visibility for engineers.
- * Led the project end-to-end, from design and implementation to deployment in production using a CI/CD pipeline, delivering a fully operational service independently.

Microsoft

May - August 2024

Atlanta, GA

Explore Intern (Software Engineering and Project Management)

- * Developed and implemented a tool designed to visualize telemetry insights related to device provisioning for the Azure Networking team.
- * Implemented data visualization techniques to showcase stage cycle time and dependencies, improving monitoring and debugging processes by 13%.
- * Collaborated with business partners and engineers to ensure the tool met day-to-day operational needs and improved decision-making and operational efficiency.

Claflin University

September 2023 - Present

Orangeburg, SC

Tutor and Peer counselor

- * Tutored students in Computer Science and Math, with 80% showing 10–15% grade improvement.
- * Engaged in independent learning to master unfamiliar subjects, when necessary, for comprehensive support.
- * Conducted weekly meetings with supervisors to evaluate assigned students' progress and challenges.

PROJECTS

Wordle Clone | API, HTML, CSS JavaScript Git

[WordleClone-Link](#)

- * Implemented interactive features that allow users to input guesses, receive feedback, and enjoy the classic Wordle gaming experience.
- * Utilized an external API to fetch words dynamically for an engaging gaming experience.
- * Designed the user interface with responsive HTML and CSS for optimal usability.

Recipe Finder | API, HTML, CSS Javascript Git

[RecipeFinder-Link](#)

- * Developed a responsive recipe finder application using HTML, CSS, and JavaScript, integrating a third-party API to dynamically fetch and display diverse, up-to-date recipes for an engaging user experience.

CAMPUS INVOLVEMENT / ORGANIZATIONS

- National Society of Black Engineers
- Global Student Organization
- Google Developers Student Club
- Friends of the Earth
- Rewriting The Code
- Colorstack

Vice President

Vice President

Secretary

TECHNICAL SKILLS

Languages: Python, Java, C, JavaScript, HTML, CSS, C#, .NET, R

Developer Tools: Git, Docker, Jira, AWS, Azure