JOHN RODOLFO ENZO SAGUN

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EDUCATION

The University of Texas at Austin, Austin, TX May 2028
B.S. in Computer Science, Minor in Business
Relevant Coursework: Data Structures, Discrete Math, Computer Organization & Architecture, Operating System, Algorithms, Cloud Computing, Software Engineering

SKILLS

Languages: Java, C, Python, Javascript, SQL, ARM Assembly, R, Swift, SwiftUI, Objective-C
Frameworks & Libraries: PyTorch, scikit-learn, React, Node, Express, Flask, Django, FastAPI, Pandas, NumPy, OpenCV, Tailwind CSS
Tools & Environments: Git, GitHub, CI/CD, MySQL, Redis, FFmpeg, VS Code, RStudio, JIRA

EXPERIENCE

APPLE INC., Austin, TX (Part-time) May 2025 - Present
Apple Support College Program Advisor

- Run hardware and software diagnostics and troubleshoot device-level; issues across iOS, iPadOS, macOS, watchOS, and tvOS using three internal tools, resolving high volumes of technical cases.
- Manage cases spanning media services, subscriptions, and billing while maintaining strict compliance with privacy policies and business requirements.
- Maintain a 100% customer satisfaction rate and 100% recommendation rate, exceeding AMR benchmarks.

HEADON, New York City, NY (Remote) July 2024 - October 2024
AI Research Intern

- Fine-tuned BERT and RoBERTa models using PyTorch for real-time ideological classification of discussion audio, improving classification accuracy by 23%.
- Designed and ran comparative experiments across embedding approaches on 20+ datasets using NumPy and Pandas, improving embedding effectiveness by 17% and presenting findings in weekly architecture reviews.
- Prototyped NLP and RNN-based pipelines to evaluate feasibility of real-time guiding question generation for open-ended philosophical discussions.
- Developed ethical evaluation criteria for classification models, focusing on fairness, narrative framing, and representational balance; partnered with engineers to translate philosophical frameworks into actionable model constraints.

STAR DIAGNOSTICS, Las Vegas, NV (Remote) June 2023 - August 2023
Software Engineering Intern

- Built a full-stack web application in Flask and MySQL with HTML/CSS/JS for patient scheduling and diagnostic test management.
- Improved data retrieval speeds through database indexation, reducing query load and streamlining clinical workflows.
- Collaborated with designers and engineers to iterate on UI/UX across desktop and mobile, increasing platform adoption by 20%.

PROJECTS

AI-POWERED CHAT AGENT

- Built and deployed a full-stack AI-powered chat application on Cloudflare's infrastructure using Workers AI (Llama 3.3) for LLM inference and Cloudflare Workers with Durable Objects for stateful session management and real-time coordination.
- Implemented persistent memory and multi-tab chat sessions, allowing users to maintain independent conversation threads with full state continuity across sessions.
- Designed a customizable UI with per-user name and color theming, deployed end-to-end on Cloudflare Pages.

APPLE IS&T INTERNAL TOOLS: SCHEDULING & EVALUATION EMAIL TRANSFORMER

- Built two MVP internal tools in Python and SwiftUI for use within an Apple Support College Program team.
- Scheduling tool reduced optimal schedule generation from 2 days to same-day, outperforming the existing Numbers-based workflow across business needs, team meetings, and training periods. Tool is able to store schedules across quarters.
- Evaluation tool parsed Northstar advisor feedback to surface key KPIs and reduce length by 50%, improving readability of performance communications for managers.

CHOREOGRAPHY ANALYZER

- Uses MediaPipe for multi-person pose estimation, FFmpeg for video processing, and Dynamic Time Warping (DTW) to compute frame-by-frame synchronization scores across up to 25 dancers simultaneously.
- Applies Convex Hull and K-Means clustering to detect formation and spatial inconsistencies, outputting an overall synchronization score and timestamps. Used for UT Filipino Student Association’s modern dance team Barkada.