

BENITA MISAGO

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EDUCATION

Bachelor of Science (B.S.) | Towson University, Fisher College of Science & Mathematics | **Expected 2026**

Relevant Coursework: *Systems Analysis And Design, Human-Computer Interaction, Computer Science I & II, Ethical & Societal Concerns of Comp Sci, Fund Of Web Technologies, Fund Of Networks, Fund Of Sys Mngt, Data And Info Management, Sys Admin And Maintenance, Sys Architecture & Integration, Cloud Computing for Enterprises, Disaster Rec & Enterprise Continuity, Adv Data Management & Analysis, Fund of Sec Ops*

High School Diploma | Northern High School | **2026**

CompTIA Security+

Expected Oct 2026

AWS Cloud Practitioner

Expected Oct 2026

Google IT Support, Cybersecurity, and AI Professional Certificate

Jan 2026

EXPERIENCE

Consumer Insights & Market Research Extern | Extern & Pinterest

Remote | **Sept 2026 -**

Present

- Designed an AI-powered Gen Z research survey collecting 30+ responses to analyze Pinterest usage beyond traditional search data.
- Analyzed quantitative and qualitative feedback to identify behavioral patterns and develop advertiser-focused recommendations for Pinterest's sales team.

Ai Trainer | **Outlier AI**

Remote | **Apr 2025 - Present**

- Evaluated and ranked LLM outputs for accuracy, safety, clarity, and instruction-following to improve model reliability.
- Analyzed model failure patterns and annotated responses using RLHF criteria to improve alignment and performance.

Receptionist (Seasonal) | **H&R Block**

Baltimore, MD | **Jan 2025 - Mar 2026**

- Supported 400+ seasonal client interactions by providing personalized service, cross-selling tax services, and resolving front-desk inquiries during peak periods.
- Maintained data privacy and accurate document processing while pre-screening client information to streamline tax preparation workflows.

Operational Strategy & People Analytics Extern | Extern & Amazon

Remote | **Jun 2025 - Sept 2025**

- Optimized workforce allocation across Amazon Fulfillment Centers, reducing predicted annual attrition by analyzing employee feedback data and identifying key burnout drivers using advanced People Analytics models.

Student Office Assistant/Worker | **Center for Student Diversity**

Towson University, MD | **Feb 2024 - May 2025**

- Coordinated 12+ campus workshops per semester serving 1,500+ students, increasing engagement 35% through streamlined logistics, digital promotion, and post-event surveys.
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PROJECTS | extern.com/portfolios/benita-misago

Cognivault: Windows Endpoint Monitoring & Automation Platform |

- Built a Windows endpoint management platform with a React dashboard, Python automation, and PowerShell to monitor system health, identify issues, and automate incident remediation across devices.

CyberSand: Malware Analysis Sandbox |

- Developed an interactive cybersecurity sandbox using Google Gemini AI to simulate malware behavior and translate technical security data into easy-to-understand threat assessments.

Cove SandShield - AI Attack Simulation & Intelligence Platform |

- Developed an AI security gateway to detect prompt injection and AI data-manipulation attacks, with automated fallback protection and simulated honeypots for threat containment.
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ORGANIZATIONS, FELLOWSHIPS & COURSES

CodePath | **Intermediate Technical Interview Prep , Cybersecurity, and Applications of AI Engineering (Fall 2026 - Present)**

- Applied AI-assisted debugging and research tools to optimize problem-solving and evaluate algorithm complexity.
- Configured SIEM systems and analyzed endpoint data to identify security threats in simulated enterprise environments.
- Implemented AI safety guardrails and ML deployment practices across 3 projects, aligning systems with responsible AI standards.

CodePath Fellow | **Foundations of AI Engineering (Summer 2026)**

- Demonstrated technical fluency and critical oversight by evaluating AI-generated code quality and ensuring responsible integration of artificial intelligence features.