

# Max Pilipovic

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## EDUCATION

### University of Illinois Springfield

Master of Science in Computer Science, **GPA: 4.0/4.0**

Springfield, IL

Aug 2024 - Dec 2025

### Eastern Illinois University

Bachelor of Science in Computer Science, **GPA: 3.47/4.0**

Charleston, IL

Aug 2019 - May 2024

## EXPERIENCE

### Computer Science Teaching Assistant

Aug 2024 - Present

University of Illinois Springfield

Springfield, IL

- Led workshops and provided one-on-one tutoring for CS students, supporting lab sessions and course material.
- Graded assignments and exams, giving feedback tailored to different learning styles.
- Helped improve student performance, contributing to an 8–10% average grade increase.

### Software Developer Intern

June 2025 - Aug 2025

Illinois National Bank

Springfield, IL

- Built a full-stack, AI-powered IT support chatbot using React, Node.js (Express), and Firebase Auth to streamline Tier-1 support for 400+ employees.
- Integrated OpenAI's API to deliver context-aware responses sourced from Freshservice knowledge base articles.
- Developed dynamic ticket management features by leveraging Freshservice's REST API, enabling intelligent ticket creation, updates, and status checks.
- Designed secure user authentication and session management using Firebase Authentication and Firestore, ensuring safe, role-based access to chat history and ticket data.

### Systems Architect Intern

May 2024 - Aug 2024

First-Mid Bank & Trust

Mattoon, IL

- Automated complex cross-department workflows using Nintex and Microsoft Power Automate with custom scripts to implement advanced conditional logic and multi-step processes.
- Developed Python scripts and SQL queries to streamline data extraction and automate routine tasks.
- Collaborated on C#.NET internal tools through peer programming, contributing to development and debugging.

### Software Developer Intern

May 2023 - Aug 2023

Rural King

Mattoon, IL

- Maintained and improved the internal employee portal, primarily working on backend PHP logic.
- Built reporting dashboards for departments using PHP and completed various ad-hoc bug fixes assigned via Jira.

## PROJECTS

### RateMyFrat | **JavaScript, React, Firebase**

- Designed a platform for students to anonymously rate fraternity chapters across universities.
- Secured platform access using Google OAuth restricted to .edu domains, ensuring verified students can register.
- Implemented Firebase Authentication, Firestore and Cloud Functions to manage data and trigger backend events.

### AlphaGame | **C++, SDL3, Astra (ECS)**

- Created a 2D tower defense game where robotic towers defend against waves of tank enemies.
- Used SDL3 for graphics rendering, event handling, and cross-platform game loop implementation.
- Architected the game logic using Astra's Entity-Component-System to manage thousands of entities efficiently.

## TECHNICAL SKILLS

**Languages:** Java, Python, C++, JavaScript, HTML/CSS, SQL

**Frameworks:** React, Node.js, Express.js, Flask, Firebase, PostgreSQL

**Developer Tools:** Git, Jira, REST APIs, Nintex, PowerAutomate, VS Code, Visual Studio, Windows, Linux

## ACHIEVEMENTS

**Eastern Illinois Men's Tennis:** Competed as an **NCAA Division I** athlete for 5 years, dedicating over **20** hours per week to training, travel, and competition while balancing academic responsibilities.

**YouTube:** Created and hosted a **200+** episode YouTube series on **data structures, algorithms, and programming concepts**, building an engaged audience of **1k+** subscribers and generating over **30,000** total views.