Kamrin Bains

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EDUCATION

California State University - Chico **Chico, CA**

Bachelors of Science in Computer Science *Graduation Date: May 2026*

Minor in Cybersecurity, Member of Upsilon Pi Epsilon and Chico State Punjabi Club

Masters of Science in Computer Science *Graduation Date: May 2027*

3.5 GPA

WORK EXPERIENCE

Tri Counties Bank **Chico, CA**

ITSM Intern *Jun 2025 - Oct 2025*

- Coordinated end-to-end ServiceNow enhancements by gathering requirements from stakeholders, communicating with the vendor, and validating changes through Dev, UAT, and Production deployment
- Served as liaison between ITSM and development teams, managing enhancement requests, admin tasks, and production support to ensure timely resolution of platform issues
- Monitored and maintained Change Requests, following up on overdue items and facilitating updates to ensure accurate change lifecycle management
- Organized weekly Change Advisory Board (CAB) meetings, preparing agendas, coordinating attendees, and communicating key outcomes across teams

Future Farmstead *Seasonal*

Farm Equipment Operator

- Operated forklifts, bin carriers, and tractors during seasonal peach harvests
- Loaded and transported harvest bins safely and efficiently
- Supported fast paced harvest operations across multiple seasons

PROJECT EXPERIENCE

Tri Counties Bank **Chico, CA**

CMDB Business Apps *Jun 2025 - Aug 2025*

- Consolidated 300+ business applications from spreadsheets into the ServiceNow CMDB, improving accuracy, visibility, and lifecycle management of enterprise systems
- Enhanced CMDB usability by refining form layouts, optimizing business rules, and aligning record views with stakeholder needs to streamline day to day operations
- Automated incident workflows by integrating CMDB application data into the Incident form, reducing manual routing and increasing support efficiency

CSU Chico Capstone

SnortScore *Jan 2026 - May 2026*

- Developed a machine learning alert scoring system for Snort 3 to prioritize Slow Rate DoS attacks and reduce security alert noise
- Built an end-to-end Python pipeline to process PCAP traffic, parse Snort JSON alerts, engineer network features, and classify malicious vs. benign activity
- Refined the detection model to achieve 93.6% recall and 0.865 ROC-AUC on Slow Rate DoS attack detection

Norcal Detail Doc

Web Developer *Aug 2026 - Present*

- Took ownership of an existing React/TypeScript production website, translating stakeholder requirements into ongoing UI, UX, and functionality improvements
- Improved mobile responsiveness by refactoring layouts and resolving gallery sizing, image pathing, and desktop-first design issues across screen sizes
- Implemented a configurable booking lockout interface that communicates service unavailability and redirects customers to an alternate contact method