

# Lilly (Yijin) Liu

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## Education

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| William & Mary, Williamsburg, VA   | May 2026 (Expected)                    |
| Current GPA: <b>3.95/4.0</b>   | BS in Computer Science and Mathematics |
| <u>Honor</u> : Charles Center Summer Research Grants, Apr 2024   |  |
| <u>Relevant Coursework</u> : Algorithm, Computer Organization, Data Structure, Data Mining, Machine Learning, Software Engineering |  |

## Relevant Experience

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| <b>Support Specialist --- Technical Support Center, W&amp;M</b>   | Aug/2024 - Current |
| <ul style="list-style-type: none"><li>Delivered 100+ hours of frontline support for students and faculty through phone, online chat, and walk-ins, serving as the initial point of contact for technical issues.</li><li>Developed expertise in troubleshooting software issues on Windows and macOS systems.</li></ul>   |                    |
| <b>Research Assistant --- Faculty Lab, W&amp;M</b>  | Dec/2023 - Current |
| <ul style="list-style-type: none"><li>Conduct research on Human-LLM Interaction, Pair Programming, and LLM Trust.</li><li>Responsibilities include academic writing, collecting data from online code platforms using web scraping, and performing statistical analysis to evaluate user interaction patterns with LLMs.</li></ul>  |                    |
| <b>Peer Tutor --- Academic Wellbeing, W&amp;M</b>   | Aug-Dec/2024       |
| <ul style="list-style-type: none"><li>Achieved Level I Tutor Certification from the College Reading &amp; Learning Association (CRLA).</li><li>Provided tutoring on Math and CS courses including algorithm, calculus, probability, and linear algebra.</li></ul>   |                    |
| <b>Software Engineer --GeoLab, Global Research Institute, W&amp;M</b>   | May-Aug/2023       |
| <ul style="list-style-type: none"><li>Managed and optimized webpage maintenance, including regular content updates, bug fixes, and performance enhancements to elevate the overall user experience.</li><li>Used Google Analytics to implement a page view tracking system and analyzed website traffic data to generate reports on user preferences and user flow.</li></ul> |                    |

## Project Experience

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| <b>Cross-platform AI Chatbot for Therapy Support</b>  |
| <ul style="list-style-type: none"><li>Created an end-to-end web application that empowers psychiatrists in the assignment and assessment of client exercises.</li><li>Applied multi-shot learning to train an OpenAI API chatbot, incorporating it into the platform to support CBT exercise.</li><li>Implemented a front-end using HTML/CSS and JS, integrated with a Flask backend and SQL for data management.</li></ul> |
| <b>Transfer Learning for Ancient Greek Classification</b>   |
| <ul style="list-style-type: none"><li>Applied transfer learning using PyTorch to classify Ancient Greek words in a highly imbalanced dataset.</li><li>Leveraged augmentation and sampling in Python to achieve an 8% performance improvement.</li></ul>   |

## Publication

Khati Dipin, **Yijin Liu**, David N. Palacio, Yixuan Zhang, and Denys Poshyvanyk. "Mapping the Trust Terrain: LLMs in Software Engineering - Insights and Perspectives." Paper submitted for publication to the 47th International Conference on Software Engineering (ICSE 2025) August 2024

## Skills

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| <u>Programming Languages</u> : Python, C++, Java, JavaScript, SQL, HTML/CSS |
| <u>Libraries &amp; Frameworks</u> : PyTorch, TensorFlow, Flask, OpenAI API  |
| <u>Other Tools</u> : LaTeX, IBM SPSS, Excel, Canvas                         |