

# Hyesoo Kim

Software Engineer

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## SUMMARY

With hands-on experience in AI development and DevRel, I am passionate about LLMops, open-source projects, and cloud solutions. I excel at creating innovative AI-driven applications, streamlining developer relations, and transforming complex challenges into impactful, real-world solutions.

## WORK EXPERIENCE

### Upstage - DevRel

Jul. 2024 – present

*AI company specialized in LLMs and document AI*

*Palo Alto, CA, United States*

- Contributes to the development of developer-focused content, including tutorials, documentation, and sample code
- Assists in organizing and participating in hackathons and developer meetups to introduce Upstage products
- Build and maintains relationships between developers and the U.S. business team by providing market-specific insights and use cases for prototypes, ensuring products resonate with developers and meet their needs in real-world scenarios

### BoxLadder - Software Engineer

May. 2023 – Mar. 2024

*AI-powered platform that connects startups with global investors and experts*

*Seoul, South Korea*

- Created a new company search engine by transitioning data to a No-SQL format using Elasticsearch, resulting in a 3x increase in search speed.
- Engineered a system using OCR technology to convert startup IR documents into data, automating text extraction and data indexing processes, resulting in a 35% reduction in manual processing time

### AWSxStreamlit Hackathon - Mentor

Jul. 2023

*Providing guidance and answering technical questions, fostering a collaborative environment.*

*Seoul, South Korea*

- skills: aws, streamlit

## PROJECTS

### [Personal]EPL Predictor

South Korea, May-Jul 2024

- Developed an EPL prediction model using an Elo rating system, optimizing parameters like K-factor and Home Field Advantage (HFA) for accurate match predictions
- Ran 1,000 simulations to forecast match outcomes and updated Elo ratings for all EPL teams
- Built an interactive dashboard to display predicted points, league rankings, and probabilities for key outcomes such as winning the league and relegation for the upcoming season
- skills:python, pandas, numpy, streamlit, matplotlib, seaborn

### [Educational]AWS-Cloud-Resume-Challenge - Full Stack Developer

South Korea, Apr 2024

- Developed a personal resume website as part of educational content to teach university students about cloud platforms and automated deployment processes, while serving as a mentor to guide them through the learning experience
- Successfully created a website hosted on AWS, demonstrating key skills and concepts, which served as a practical learning tool for students
- Chose AWS and Terraform to provide students with hands-on experience in cloud infrastructure as code, addressing the need for understanding automated and scalable solutions.

### [AI Solution]Tech Support Chatbot for Bell's Tech Community - Full Stack Developer Switzerland, Oct 2023

- Developed an LLM model that delivers instant solutions via a chatbot, reducing search time from 30 minutes to less than 10 seconds, and streamlining the process compared to manually searching Bell's "Tech Problem Community"
- Implemented the application using a RAG system structure, which enhanced the LLM model's ability to retrieve and generate precise answers with 10-20% higher accuracy than ChatGPT

### [AI Solution]B2B Solution for Plastic Recycle Platform - Full Stack Developer

Switzerland, Nov 2023

- Addressed environmental challenges for company Kanton Aagrau by developing a platform to connect businesses in the recycling industry

- Algorithmically generated recycling cycles based on distance and plastic types when companies inquired about plastic materials, optimizing resource allocation
- Built a recommendation system, utilizing Elasticsearch for its powerful search capabilities, and AWS for scalable backend support
- skills: python, aws, open ai, elasticsearch

[AI Solution]**Ottogi Food Product Discovery Application - Full Stack Developer** South Korea, Jul 2023

- Developed an application for Ottogi (food co.) that enables consumers to instantly discover recipes by scanning product images while shopping, combined with OCR technology for text recognition
- Created a chatbot service utilizing GPT-4 and LLM models with prompt engineering skills, combined with a RAG system, allowing customers to easily obtain detailed product information and reviews from Ottogi’s extensive data, which reduced search times by 50%
- skills:python, aws, elastic search, ocr, open ai, llamaIndex

AWARDS

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**Wrtn Technologies Inc. 2nd Generative AI Ideathon | 1st Prize, SMWU** South Korea, Jun 2024

**BaselHack 2023 | 2nd Prize for Bell food group** Switzerland, Oct 2023

- Project of "Tech Support Chatbot for Bell’s Tech Community"

**AWS X khu-campustown Summer Hackathon | 1st Prize** South Korea, Aug 2023

- Created an OCR-powered system to automate text extraction from documents, improving 50% of search efficiency
- Created a custom search engine using Elasticsearch to streamline information discovery for startups and investors, enhancing search performance

EDUCATION

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**Sookmyung Women’s University** Seoul, South Korea  
*Bachelor Degree, Computer Science* 2021 - present

**University of Bern** Bern, Switzerland  
*Exchange Program — Bachelor Degree, Computer Science* Sep, 2023 - May, 2024

- Courses: Machine Learning, Big Data Analysis, Text as Data and Automated Content Analysis

CERTIFICATIONS

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**AWS Certified Solutions Architect - Associate**  
*Issued Apr 2024*

**AWS Certified Cloud Practitioner**  
*Issued Jul 2023*