Yi He

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Education

2023–2025	**University of Pittsburgh**, *MS, Information Science*, Pittsburgh
2021–2023	**University of Michigan**, *BS, Computer Science*, Ann Arbor
2019–2021	**Shanghai Jiao Tong University**, *BE, Electrical and Computer Engineering*, Shanghai

Technical Skills

Skills Python, Flask, ReactJS, Next.js, TypeScript, JavaScript, SQL, UE4, Unity3D, C/C++

Tools & Platforms LaTeX, Git, GCP, Firebase, Linux

Work Experience

June - September 2023

Software Engineer Intern, *Heymax.ai*, Singapore

- **Boosted** merchant page clicks by **4%** by **engineering** interactive interfaces and a streamlined express log-in for logged-out users with **NextJS** and **ReactJS**, enhancing user engagement and navigation.
- **Led** the seamless migration and integration of the **Intercom chatbot service** at the engineering side, **automating** support for **3,500 +** users and management of **1,000+** support tickets with **Google Forms**, Intercom, **Telegram Bot APIs**, and internal **RESTful APIs**. Achieved a **50%+ reduction** in customer service effort and significantly faster response times.
- **Drove** a **100% increase** in Google search visibility **within the first week**, achieving a sustained rise in web traffic through **SEO** optimization for the company site.

January - Now 2024

Lead Game Developer, *HERL National Laboratories*, Pittsburgh
Digital Therapist Training Game

- **Leading** the development of an **online multiplayer board game** in **Unity** with **Mirror**, overseeing all aspects from **game mechanics** to **UI/UX design** and **art direction**, ensuring the project aligns with therapeutic goals.
- The game is designed to **elevate therapeutic knowledge**, offering detailed perspectives on **mobility disability challenges**, improving patient care in therapeutic practices.
- Streamlining development by prioritizing **user-centric design**, optimizing through feedback. **Coordinating closely** with the team through weekly meetings and monthly demos to maintain alignment with project objectives and drive continuous improvement.

Projects

Fall 2023

Developer, *E-commerce Project*, **E-Commerce**

- Engineered an eBay-like e-commerce platform enabling comprehensive user and manager features, including searching, browsing, purchasing, and managing products.
- Implemented dynamic server-side pages using **Flask**, **Jinja**, and **RESTful APIs**.
- Managed data operations using **SQLite3** and developed advanced **data aggregation** tools, optimizing data processing and analysis capabilities.

Relevant Courses

Web Systems	Computer Networks	Machine Learning
Database Systems	Information Retrieval	Algorithms