

Eunice Lee

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Education

Carnegie Mellon University

Bachelor of Science in Information Systems, Additional in Human Computer Interaction

Expected May 2026

GPA: 3.6 | Deans' List

Relevant Coursework: Human AI Interaction, Data Analytics for Product Managers, Methods of Statistics and Data Science, Database Design & Development with SQL, Marketing, Operations Management, Management Consulting

Skills: Java, Frontend development with Javascript and React, Flask, REST API, Data Analytics with SQL and Python in Jupyter NB, Data Visualization with Matplotlib, MS Office Suite (Word, Excel, Powerpoint), Familiar with AI tools and platforms

Experience

IBM, Infrastructure and Technology

Poughkeepsie, NY

Infrastructure Technical Support Engineer Summer Intern

May 2024- Aug 2024

- Collaborated with a **cross-functional team** of product managers and engineers to define product requirements and maintain and build upon a coverage management tool, modernizing to customizable and scalable python scripts.
- Engaged with stakeholders and end-users to determine internal tool feature expectations and feasibility, constraints, and implementation procedure through agile ceremonies, including sprint planning and daily stand-ups.
- Build visual analytics with React and Python scripts and libraries that showcase employee coverage statistics and automating repetitive workflow processes, **facilitating actionable next steps from these performance metrics**.
- **Successfully met project KPIs with launch** of coverage management automation tools that assists managers and engineers to assess coverage holes within the preferred time period, increasing reliability and effectiveness of workflow processes with a **40% increase in reports**.

Ecotones Renewables, Development

Pittsburgh, PA

Mobile Application Development Summer Intern

May 2023- Aug 2023

- Supported product enhancement via the creation and refinement of the product roadmap for the internal management app, prioritizing features based on user needs and business impact.
- Assisted in defining and communicating the GenAI-aligned product vision by translating stakeholder feedback into clear, actionable user stories.
- Facilitated collaboration between product, engineering, and business stakeholders to scope and plan features that enhance operational efficiency by **gaining understanding of team's goals, expected outcomes, processes, and deliverables**.

STEM Research Academy - New York City College of Technology

NYC, NY

Machine Learning Research Intern

Apr 2021 - Nov 2021

- Research contributions: quantified the applicableness of common machine learning models for adolescent cardiac data from IoT devices under Professor Yu Wang; paper presented at 3rd Annual Summer Science Symposium (Aug 2021) & American Society for Engineering Education (ASEE) Middle Atlantic Conference (Nov 2021).

Projects

[VisionWorks](#) - Data Analytics for Product Managers

March 2025

- Contributed to the effective delivery of **AI-driven insights** by cleaning, preprocessing, and modeling regional eyewear sales data.
- **Developed a machine learning proof of concept** for frame assortment optimization using clustering and regression models for regional sales.
- **Cleaned, preprocessed, and explored structured sales data** across 100+ store locations to identify customer trends and key sales drivers.
- **Analyzed product telemetry and usage patterns** to evaluate performance of frame styles by demographic and geographic segments.
- **Designed frameworks to evaluate model effectiveness and ROI** using sales uplift simulations and feature importance in Jupyter Notebook.
- **Delivered a final strategic presentation and written report** outlining data-driven product recommendations and a clear **go/no-go roadmap** for AI-assisted inventory decisions

[AI Integration Strategy](#) for Westmoreland Community Action - Management Consulting

December 2024

- Partnered with stakeholders to shape AI feature opportunities by **researching AI tool Perplexity chatbot in accomplishing the goal** of sourcing information and streamlining casework documentation.
- Analyzed internal usage patterns of workflows to identify chatbot **product expansion opportunity** where AI prompts are delivered as live use cases, delivered on assignment, and determine lessons learned from the use of AI tools.
- **Developed prompts for administrative teams** across all capabilities that can be **recycled for new assignments**.
- Drafted a **strategic roadmap memo and final presentation** for senior leadership outlining AI integration opportunities and risks.

[Content Moderation Toxicity Classifier](#) using Tensorflow AI - Human AI Interaction

December 2024

- **Developed a machine learning proof of concept** using TensorFlow's toxicity classifier and extended it into a React-based web application.
- **Explored model performance tradeoffs** such as **precision/recall** and tested impacts on real-time user interactions.
- **Built and integrated a production-ready AI service** by automating the ML inference pipeline and delivering user-facing predictions.
- Gained **hands-on experience with Python, machine learning concepts, and AI product applications** through end-to-end development and iteration.