JESSICA HOEUN LEE

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EDUCATION

Cornell University, Master of Professional Studies, Ithaca, NY   May 2021
GPA: 4.0 | Recipient of MPS Excellence Award
Information Science | Focus Area in User Experience

Cornell University, Bachelor of Science, Ithaca, NY   May 2020
GPA: 3.7 | Cum Laude | Dean's List Fall 2017 & Fall 2019
Major in Communication | Minor in Performing and Media Arts

PROFESSIONAL EXPERIENCE

Carrier Global   **Palm Beach Gardens, FL**
Digital Technology Leadership Program Associate | Product Manager and IAM Architect   June 2021 - Present
- Serve as Identity and Access Management Specialist to identify and execute automation of cybersecurity systems.
- Served as product manager of connected services software, managing backlog items, writing user stories, collaborating with UX designers, HVAC engineers, and regional service managers to upgrade software and drive customer retention.
- Conducted UX interviews with service personnel and customers both in-person and remotely. Collaborated with designers and developers to convert data-driven insight into design improvements for a real-time dashboard that enables customers to manage and predict equipment health and performance.
- Leading company-wide Employee Resource Group meetings for staff and executives. Hosting events, recruiting members, managing the United Carrier Asian Network website, and serving as Head of Communications.

Cornell University Computer and Information Science Department   **Ithaca, NY**
Graduate Teaching Research Specialist | Professors Phoebe Sengers and Christopher Csíkszentmihályi   August 2018 – May 2021
- Supervised undergraduate teaching assistants for *Designing Technologies for Social Impact* course.
- Led weekly 3-hour grading meetings and engaged with students to foster innovative thinking.

RESEARCH EXPERIENCE

Cities' COVID Mitigation Mapping at Harvard University Center for Geographic Analysis   **Remote**
Infographics Team Lead | Professor Wendy Guan   November 2020 – March 2021
- Conducted data analysis to identify second-order impacts of a global pandemic and facilitating the production of digital maps and other datasets for government and others developing plans to mitigate post-COVID-19 world.

Social Impact of Farm Networking - Cornell Initiative for Digital Agriculture   **Ithaca, NY**
Graduate Researcher | Professor Phoebe Sengers   September 2020 – May 2021
- Conducted social-scientific analysis to understand and improve societal outcomes of high-bandwidth farm networking.
- Created assets for an international hackathon, including a video on how to design sustainable agricultural systems.
- Learned to code in P5js to create a game that simulates ethical choices facing a modern farmer with respect to technology.

Cornell University Communication and Collaborative Technologies Lab   **Ithaca, NY**
Undergraduate Research Assistant | Dr. Alexandra Hinck   August 2019 – December 2019
- Researched affiliate stigma among significant others of incarcerated individuals by extracting and analyzing data from Prison Talk Online while coordinating efforts with web administrators.

PROJECT EXPERIENCE

Bloomberg Accessible Data Visualization   **Ithaca, NY**
Member of Team Bloomberg | Professor Sharlene Cleare   January 2021 – May 2021
- Researched and designed a data visualization platform for persons with visual impairments, collaborating with designers, researchers, and software engineers. Produced a video demo of product for Cornell faculty and Bloomberg employees.

INTERNSHIPS

Debt and Structured Finance Analyst, CBRE Group (New York); Acquisitions Analyst, Witkoff Group (New York); Clerkship Intern, Kim & Chang (Seoul), Clerkship Intern, Mayer Brown (Hong Kong)

CERTIFICATIONS, SKILLS, AND INTERESTS

Certified Scrum Product Owner • Certified Vendor Risk Management Expert • Certified One Trust Privacy Professional • Figma • Python • JavaScript • D3.js • p5.js • SQL • MS Access • MS Excel • Adobe Premiere Pro • Adobe Photoshop • Korean (Fluent) • Chinese (Basic) • Lighting Design