

# JISU RYOU

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[Portfolio Page](#)

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I'm a junior UX engineer with a Master's degree in AI application services. I've primarily focused on conversational AI, having worked extensively with chatbots and voice agents. I'm also skilled in user experience research and can develop full-stack UX prototypes.

For more information about me, please check out my portfolio :)

Conversational AI Design

Full-stack Development

UX Research

Project Management

## EDUCATION

**Seoul National University, Korea – Sep 2021~Feb 2024**

*Master of Engineering*

Dept. of Intelligence and Information, The Graduate School of Convergence Science and Technology (GSCST)

Advisor: Prof. Joongseek Lee

\* (Best Paper) Study on a VA Journaling System: Focusing on Response Styles for Receiving Long Entries in VA Journaling

**Sungkyunkwan University, Korea – Mar 2017~Aug 2021**

*Bachelor of Engineering and Bachelor of Science in Psychology*

(1st) Dept. of Software, College of Software Convergence

(2nd) Dept. of Psychology, College of Social Sciences

**The University of Texas at Dallas, United States – Jan 2019~May 2019**

*Exchange Student*

## EMPLOYMENT

**SNU UXLab, Seoul, Korea – March 2024~Aug 2024 (6 months)**

**Project Manager (Full-time)**

- Led the project '*Financial Hyper-Personalization Using MyData*'  
: Managed project, conducted desk research and user interviews, proposed strategic recommendations, performed data analysis, and designed service
- Led the project '*UX Evaluation of Text-Based Conversational Experiences*'  
: Managed project, engineered LLM prompts and developed an evaluation system

**SNU UXLab, Seoul, Korea – Sep 2021~Aug 2023 (2 years)**

### **Student Researcher (Part-time)**

- Participated in UX research for the project '*Advancing Financial Chatbots via Voice Banking*'  
: Conducted prototype testing and user interviews
- Led the project '*Dream Journal Voice Agent Development*'  
: Managed project, designed conversation flows, implemented technical solutions, conducted user interviews and analyzed data
- Participated in UX research for the project '*UX Improvement for Shopping Platforms*'  
: Analyzed shopping sequences and app UI layouts, and conducted user interviews
- Led the project '*Opportunity Discovery for Home Appliance Subscription Services*'  
: Managed project, conducted desk research and ideation, and proposed strategic recommendations
- Led the development phase of the project '*Exhibition Mind Robots Integrated with AI*'  
: Designed conversation flows and implemented technical solutions
- Led the development phase of the project '*Clothing Care Pilot for Shared Housing*'  
: Designed database and developed backend

### **Rihoz, Seoul, Korea – Sep 2020~Dec 2020 (4 months)**

#### **Front-End Developer Intern (Full-time)**

- Contributed to the project '*Dangjib (Your Smart Butler)*', a big data driven smart life service platform  
: Focused on front-end development of the admin web page and the production app

### **PUBLICATION**

Ryou, J., Lee, K., & Lee, J. (2023, April). "You said da da...": A Short Echoing Tweak for Journaling with VA. In *Extended Abstracts of the 2023 CHI Conference on Human Factors in Computing Systems* (pp. 1-6). [[paper](#)]

Lee, K., Ryou, J., & Lee, J. (2023). Study on the Mind-Upload of Construction-Building Method: A Case study on the Voice-based Conversation Robot Exhibition. In *Design Convergence Study*, 22(4), 59-73. [[paper](#)]

Kim, M., Ryou, J., Lee, K., & Lee, J. (2023). Actually, Clustering is Not Everything! How UXer analyzes behavior types with page log data. In *HCI KOREA*, 497-502. [[paper](#)]

Ryu, M., Park, S., Ryou, J., & Lee, J. (2022). "Not a Replacement, But a New Form of Banking": Exploring VUI Use Cases for Banking via Human-Machine Communication. In *HCI KOREA*, 305-311. [[paper](#)]

Joongseek Lee, Minjoo Kim, Jisu Ryou, Kihun Lee (2023). 『1인가구와 기술: 혼삶의 시대, 기술이 만드는 이웃감』. *threechairs*. [[book](#)]

## TALKS

Joongseek Lee, Sangah Park, Jisu Ryou, Sumin Kwon, Jiseon Yu (2022). "사용할수록 지식베이스가 성장하는 대화형 서비스 만들기", *HCI KOREA 2022 Tutorial*.

## SKILLS

Programming: Python(high), JavaScript(high), C(intermediate), C++(intermediate), Java(intermediate), C#(low)

Technical: HTML/CSS(high), SQL(intermediate), R(intermediate), Dialogflow, Google Cloud Platform

Design: Adobe Illustrator, Photoshop, XD, Figma

Language: Korean(native), English(fluent)