

# Jaeyoon Song

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INTERESTS	Human-AI Collaboration, Human-centered AI, Social Computing, Computational Social Science.	
EDUCATION	<b>Massachusetts Institute of Technology</b> , Cambridge, MA, USA	2021 – Present
	<ul style="list-style-type: none"><li>▪ Ph.D., Management Science (Information Technology Group)</li><li>▪ Advisor: Prof. Thomas W. Malone</li><li>▪ Grade: 5.0/5.0</li></ul>	
	<b>Seoul National University</b> , Seoul, Korea, Republic of	2016 – 2020
	<ul style="list-style-type: none"><li>▪ B.B.A., Business Administration</li><li>▪ Minor in Computer Science and Engineering</li><li>▪ Grade: Summa Cum Laude</li></ul>	
EXPERIENCE	<b>Adobe</b> , San Jose, CA	Jun 2023 – Jul 2023,
	<ul style="list-style-type: none"><li>▪ Research Engineering Intern</li></ul>	
	<b>Kixlab</b> , Korea Advanced Institute of Science & Technology (KAIST)	Dec 2018 – Aug 2019,
	<ul style="list-style-type: none"><li>▪ Undergraduate Research Intern</li></ul>	
	<b>Human-Computer Interaction Lab</b> , Seoul National University	Jun 2018 – Aug 2018
	<ul style="list-style-type: none"><li>▪ Undergraduate Research Intern</li></ul>	
COLLABORATION	<b>IBM TJ Watson Research Center</b>	Sep 2022 – Present
	<ul style="list-style-type: none"><li>▪ Advisor: Dr. Zahra Ashktorab</li><li>▪ Project: What Leads to Successful Human-AI Collaboration?: Prompt Guidance for Human Agents Using Conversational AI for Customer Support</li></ul>	
	<b>Toyota Research Institute</b>	Mar 2021 – Jun 2022
	<ul style="list-style-type: none"><li>▪ Advisors: Dr. Yanxia Zhang &amp; Dr. Alexandre Filipowicz</li><li>▪ Project: GPT and Humans writing romance stories together</li></ul>	
PUBLICATIONS	REFEREED CONFERENCE PAPERS	
	<p>[1] J. Song, C. Riedl, T. Malone, <b>Online Mingling: Supporting Ad Hoc, Private Conversations at Virtual Conferences</b>, <i>ACM CHI Conference on Human Factors in Computing Systems 2021 (CHI 2021)</i>, to appear.</p> <p>[2] S. Lee, J. Song, S. Park, J. Kim, J. Kim, and E. Ko, <b>SolutionChat: Real-time Moderator Support for Chat-based Structured Discussion</b>, <i>ACM CHI Conference on Human Factors in Computing Systems 2020 (CHI 2020)</i>.</p>	

- [3] D. Shin, J. Song, S. Song, J. Park, J. Lee and S. Jun, **TalkingBoogie: Collaborative Mobile AAC System for Non-verbal Children with Developmental Disabilities and Their Caregivers**, *ACM CHI Conference on Human Factors in Computing Systems 2020 (CHI 2020)*.

#### REFEREED JOURNAL PAPERS

- [4] J. Song and C. Kim, **What Is Needed for the Sustainable Success of Open Source Software Projects: Efficiency Analysis of Commit Production Process via Git**, *Sustainability (SCIE/SSCI)*, vol. 10, no. 9, Aug 2018.

#### POSTERS

- [5] J. Song\*, K. Choe\*, J. Jo, and J. Seo, **SoundGlance: Briefing the Glanceable Cues of Web Pages for Screen Reader Users**, *ACM CHI Conference on Human Factors in Computing Systems (CHI 2019 Late Breaking Work)*, ACM, New York, NY, USA, May 2019.

#### WORK IN PROGRESS

- [6] J. Song, Z. Ashktorab, Q. Pan, C. Dugan, W. Geyer, and T. Malone, **What Leads to Successful Human-AI Collaboration?: Prompt Guidance for Human Agents Using Conversational AI for Customer Support**, *Submitted to CHI 2024*.
- [7] J. Song and T. Malone, **Togedule: Adaptive representation of group availability for scheduling meetings**, *Under major revision for CSCW 2024*.

#### HONORS & AWARDS

- 3rd place & Next Jump Human Innovation Prize Winner**, MIT Web Lab Competition Jan 2022
- Topic: Supporting the note-taking process in online meetings
  - Built a 3rd place web service among 300+ MIT students
- Science and ICT Ministry Award**, Convergence Research Policy Center Oct 2020
- Awarded by the Minister of Science and ICT.
  - Topic: Facilitating the Social Informal Interactions in Virtual Meetings
- Undergraduate Research Grant**, Seoul National University Mar 2019
- Granted by SNU Undergraduate Research Program (URP).
  - Topic: Supporting caregivers to collaborate on AAC intervention strategies.
- Outstanding Research Award**, Seoul National University Mar 2019
- Awarded by Student-Directed Education (SDE) program.
  - Topic: What is needed for the sustainable success of open source software projects?
- Top Ten Finalist**, Samsung AI Challenge Sep 2018
- Awarded by Samsung Research
  - Topic: Restaurant recommendation service
- Grand Prize**, Undergraduate Research Presentation Competition May 2018
- Awarded by Korean Production & Operations Management Society (KOPOMS).
  - Topic: Two-stage data envelopment analysis (DEA) on open source software projects
- Top Ten Winner**, Annual Likelion Ideathon Jul 2017
- Awarded \$1,000 AWS credits by Likelion and Amazon Korea.

- Topic: An idea of ‘Music of Bullshit,’ an online platform where users can collaboratively compose music with any kind of nonsense sound.

**Final Winner**, SNU School Service Development Tournament Feb 2017

- Awarded by SNULife—an online student community of Seoul National University.
- Topic: Shashagun, a web platform that gathers posters of various school events.

## OTHER PROJECTS

**Likelion**, Web Programming Club, Seoul National University Mar 2016 – Jun 2018

- In Likelion, I tutored peer students on basic web programming.

**SuggestBot**, Kixlab project Dec 2018 – Feb 2019

- A crowdsourcing interface that collects evidence of a piece of online discussion from IAC dataset.

**Real-time Annotation for Video Chat through Collaborative Tagging** Dec 2018 – Feb 2019

- Designing a system that summarizes a video chat in real-time.

**Six Degrees of Jaeyoon Song**, Individual assignment for ‘Design Thinking’ class Oct 2018 – Nov 2018

- A visualization of my relationships on Facebook using d3.js.

**Are Refugees Dangerous?**, Individual assignment for ‘Design Thinking’ class Oct 2018 – Nov 2018

- An infographic indicating what people think, what data say, and what media highlight about refugees.

**Korean Independence Movement**, Team assignment for ‘HCI’ class May 2018 – Jun 2018

- A visualization of Korean Independence Movement created by d3.js.

**The Cube**, Personal project Oct 2017 – Nov 2017

- My previous portfolio website to work as a freelance UX engineer.

**Shashagun**, Personal project Dec 2016 – Feb 2017

- A web platform using Ruby on Rails that gathers posters of various school events.

## SCHOLARSHIPS

**Yangyoung Foundation Scholarship** 2018 – 2020

**Samsung Convergence Software Course Scholarship** Jun 2018

**Seoul National University Full Scholarship** 2016 – 2017

## SKILLS

### PROGRAMMING

- **JavaScript** (React.js, D3.js, React Native, Apollo.js, jQuery, ...)
- Python, Ruby on Rails, SASS/SCSS, Java, PostgreSQL, Prisma

### OTHERS

- Figma, Sketch App, Adobe Photoshop, Adobe Illustrator, L<sup>A</sup>T<sub>E</sub>X, Adobe Premiere Pro

[CV compiled on 2023-12-07]