

Jaeyoon Song

jaeyoons@mit.edu • <https://jaeyoon.io>

INTERESTS	Human-AI Collaboration, Human-centered AI, Social Computing, Computational Social Science.	
EDUCATION	Massachusetts Institute of Technology , Cambridge, MA, USA	2021 – Present
	<ul style="list-style-type: none">▪ Ph.D., Management Science (Information Technology Group)▪ Expected Graduation Date: Aug 2026▪ Advisor: Prof. Thomas W. Malone	
	Seoul National University , Seoul, Korea, Republic of	2016 – 2020
	<ul style="list-style-type: none">▪ B.B.A., Business Administration▪ Minor in Computer Science and Engineering	
EXPERIENCE	Adobe , San Jose, CA	Jun 2023 – Jul 2023,
	<ul style="list-style-type: none">▪ Research Engineering Intern	
	Kixlab , Korea Advanced Institute of Science & Technology (KAIST)	Dec 2018 – Aug 2019,
	<ul style="list-style-type: none">▪ Undergraduate Research Intern	
	Human-Computer Interaction Lab , Seoul National University	Jun 2018 – Aug 2018
	<ul style="list-style-type: none">▪ Undergraduate Research Intern	
COLLABORATION	IBM TJ Watson Research Center	Sep 2022 – Present
	<ul style="list-style-type: none">▪ Advisor: Dr. Zahra Ashktorab▪ Project: What Leads to Successful Human-AI Collaboration?: Prompt Guidance for Human Agents Using Conversational AI for Customer Support	
	Toyota Research Institute	Mar 2021 – Jun 2022
	<ul style="list-style-type: none">▪ Advisors: Dr. Yanxia Zhang & Dr. Alexandre Filipowicz▪ Project: GPT and Humans writing romance stories together	
PUBLICATIONS	REFEREED CONFERENCE PAPERS	
	<p>[1] J. Song, C. Riedl, T. Malone, Online Mingling: Supporting Ad Hoc, Private Conversations at Virtual Conferences, <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, SolutionChat: Real-time Moderator Support for Chat-based Structured Discussion, <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^AT_EX, Adobe Premiere Pro

[CV compiled on 2023-12-07]