

Viktor Ji

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EDUCATION

Carnegie Mellon University - School of Computer Science

Master of Software Engineering

Pittsburgh, PA

Aug 2025 — Dec 2026

University of Michigan - Ann Arbor

Bachelor of Science in Computer Science | GPA: 3.7/4.0

Ann Arbor, MI

Aug 2018 — May 2022

WORK EXPERIENCE

Forward

Software Engineer

San Francisco, CA

Jul 2022 — Mar 2024

- **Led the development of Forward's compliance platform end-to-end**, reclaimed more than churned 1,900 users due to clinical and legal violations and brought back \$200,000/month in revenue.
- **Overhauled the member web onboarding flow**, increased same-day activation rate by 39%, 7-day activation rate by 10%, and user growth revenue by >5% in 2022 Q4.
- **Launched Forward's [CarePod](#) in Q4 2023**, an AI-powered autonomous mini-clinic. Drove backend development for early Health Apps (Diabetes, Mental Health, Cholesterol) and enabled core clinical capabilities such as FHIR HL7 schema integration, diagnostic queries, and automated lab orders.
- **Implemented intelligent routing and real-time prompt workflow system** for clinical tasks. Reduced average triage time by ~10 mins, urgent task completion time by 90%, and acknowledgement latency by 99%.
- **Monitored and maintained critical clinical systems** as part of on-call rotation. Introduced metric-driven fixes that enhanced service uptime and reliability, saved 2 hours/week of engineering time resolving tickets.

Wise

Software Engineer Intern

Budapest, Hungary

Jun 2021 — Sep 2021

- **Developed an article recommendation engine** using ElasticSearch in [Wise's Help Center](#). Conducted A/B testing on ~196,000 users weekly. Increased average article viewership by 10%, and decreased customer ticket volume by 5%. Saved an estimated ~€30,000 annually in customer service cost.

STARTUP EXPERIENCE

[Experts AI](#) – Top 10% YC Summer 2025 & Carnegie Mellon University Swartz Startup

CoFounder & Founding Engineer

Pittsburgh, PA

May 2025 — Present

- Architected the interface and backend system for an AI-driven inquiry platform certified by human professionals.
- Enabled CI/CD infrastructure by partitioning production and development environments and databases.
- Engineered the core user authentication logic and domain specific features for each profession's niche.
- Implemented custom webhooks triggers to synchronize data across third party providers with internal databases.
- Drove product roadmapping, engineering excellence, business formation, onboarding and recruiting efforts.

Hamster

Founding Engineer

Remote

Aug 2024 — Apr 2025

- Designed backend for a personalized knowledge management platform on mobile providing personalized destination recommendations based on users' historical preferences and crowdsourced data.
- Integrated BrightData, ElasticSearch, and Google Cloud Vision into a unified infrastructure under Convex.
- Acquired more than 50 beta users and advanced to Round 2 of the McGinnis Venture Competition.

SKILLS & INTERESTS

- **Programming Languages:** Python, Javascript/TypeScript, Golang, Java, C++,
- **Libraries/Frameworks:** React, NextJs, Redux, NodeJs, GraphQL, gRPC, REST, Github Actions, Tailwind CSS
- **Skills:** Git, CI/CD, SQL/NoSQL, Cloud, Observability, Project Management, QA, LLM, DevOps, AI Engineering
- **Interests:** Competitive Volleyball, Travel, European/Chinese History, Dance, Skiing, Gym, Gaming