Viktor Ji

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EDUCATION

Carnegie Mellon University - School of Computer Science   Pittsburgh, PA
Master of Science, Software Engineering   Aug 2025 – Dec 2026
Specialization – Distributed Systems, Software Architecture, Artificial Intelligence

University of Michigan - Ann Arbor   Ann Arbor, MI
Bachelor of Science, Computer Science | GPA: 3.7/4.0   Aug 2018 – May 2022
Relevant Coursework – Data Structures & Algorithms, Database Management Systems, Computer Architecture

WORK EXPERIENCE

Forward   San Francisco, CA
Software Engineer   Jul 2022 – Mar 2024

- **Led the development of Forward's compliance platform end-to-end**, reclaiming more than 1,900 users initially churned due to clinical and legal violations and generating >$200,000/month in revenue.
- **Overhauled the member web onboarding flow**, increasing same-day activation rate by 39%, 7-day activation rate by 10%, and user growth revenue by >5% in 2022 Q4.
- **Core contributor to the launch of Forward's [CarePod](#) in 2024**, an AI-powered autonomous mini-clinic. Driving backend development for early Health Apps (Diabetes, Mental Health, Cholesterol) and enabling core clinical capabilities such as FHIR HL7 integration, results-based 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%. Saved over $2,000/month in medical staff operational costs.
- **Monitored and maintained critical clinical systems** as part of on-call rotation. Introduced metric-driven fixes that enhanced service uptime and reliability, saving 2 hours/week of engineering time resolving tickets.

Wise   Budapest, Hungary
Software Engineer Intern   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 ~€30,000 annually in customer service cost.

STARTUP EXPERIENCE

Hamster [[Link](#)]   Remote
Founding Software Engineer (Backend)   Aug 2024 – Apr 2025

- Designed APIs and the database for a personalized knowledge management platform on mobile - integrated third-party platforms (BrightData, ElasticSearch, Google Cloud Vision) into a unified infrastructure (Convex).
- Led a team of 3 engineers in product/strategy meetings, technical roadmap planning, and fundraising efforts. Acquired more than 50 beta users and advanced to Round 2 of the McGinnis Venture Competition.

Immig. Law [[Link](#)]   Remote
Founding Software Engineer (Full Stack)   May 2025 – Present

- Architected the web interface and backend for an AI-driven legal inquiry platform with a team of 4 engineers.
- Engineered the core authentication logic using Clerk to grant scoped permissions based on role (user or lawyer).
- Experimented with different LLMs (Large Language Models) to find the most efficient one for legal use cases.

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 [AWS], Observability, Project Management, QA, LLM, Machine Learning
- **Interests:** Competitive Volleyball, Travel, European/Chinese History, Dance, Skiing, Gym, Video Games