Viktor Ji

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EDUCATION

Carnegie Mellon University - School of Computer Science   Pittsburgh, PA
Master of Software Engineering   Aug 2025 – [Expected] Dec 2026
Coursework - DevOps, Software Architecture, Scalable Systems

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

WORK EXPERIENCE

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

- **Led end-to-end development of Forward's compliance platform** (Golang/gRPC, PostgreSQL, React/Typescript), reclaiming 1,900 churned users and restoring $200,000 in monthly revenue.
- **Overhauled the member onboarding flow** by streamlining consent and verification procedures using React Navigation, increasing same-day activation by 39% and contributing to 5% revenue growth in Q4 2022.
- **Launched Forward's [CarePod](#)**, an AI-powered autonomous mini-clinic. Drove backend development for core Golang/gRPC clinical services and modeled distributed systems via AWS EventBridge/Queue; enabled FHIR HL7 integration with GraphQL, diagnostic queries, and automated lab orders.
- **Implemented intelligent routing and alert systems for urgent clinical tasks** using React (Redux)**,** reducing triage time by ~10 mins, completion time by 90%, and acknowledgement latency by 99%.
- **Maintained critical clinical systems** as part of on-call rotation; introduced metric-driven improvements that enhanced service uptime, prevented Dead Letter Queue buildup, and saved 2+ eng hours/week.

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. Increased article viewership by 10% and decreased customer ticket volume by 5%.

PROJECTS

[Experts AI](#)   Pittsburgh, PA
Founding Engineer   May 2025 – Present

- Backed by Carnegie Mellon University Swartz Center and placed **top 10%** in Y-Combinator Summer/Fall 2025.
- Architected an AI-driven professional inquiry platform from 0 to 1 using NextJs, NodeJs, Vercel and Supabase.
- Enhanced the accuracy of a fine-tuned legal LLM using RAG via data crawling and embeddings.
- Built scalable deployment infrastructure and partitioned development/production environments.
- Automated email workflows to drive product engagement and improve user retention.
- Set up real-time alerts and triggers to monitor uptime and detect system degradation in real-time.

SKILLS

- **Programming Languages:** Python, JavaScript/TypeScript, Golang, Java, C++
- **Libraries/Frameworks:** React, Next.js, Redux, NodeJs, GraphQL, gRPC, REST, Tailwind CSS, Spring
- **Technologies:** Git, CI/CD, SQL, NoSQL, Cloud (AWS), QA, DevOps, Webhooks