

# Viktor Ji

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## EDUCATION

### Carnegie Mellon University - School of Computer Science

Pittsburgh, PA

Master of Software Engineering

Aug 2025 — Dec 2026

Specialization – Distributed Systems, Software Architecture, DevOps, AI/ML

### 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, Database Management Systems, Computer Architecture

## WORK EXPERIENCE

### Forward

San Francisco, CA

Software Engineer

Jul 2022 — Mar 2024

- **Led end-to-end development of Forward's compliance platform**, reclaiming >1,900+ churned users and restoring >\$200,000 in monthly revenue.
- **Overhauled the member onboarding flow**, increasing same-day activation by 39% and contributing to >5% revenue growth in Q4 2022.
- **Launched Forward's [CarePod](#) in Q4 2023**, an AI-powered autonomous mini-clinic. Drove backend development for early Health Apps (Diabetes, Mental Health, Cholesterol). Enabled core clinical capabilities like FHIR HL7 schema integration, diagnostic queries, and automated lab orders.
- **Implemented intelligent routing and alert systems for urgent clinical tasks**, 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 fixes that improved uptime 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 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](#)

Pittsburgh, PA

CoFounder & Founding Engineer

May 2025 — Present

- Backed by Carnegie Mellon University Swartz Center and placed top 10% in Y-Combinator Summer 2025 batch.
- Architected the frontend, backend, and database of an AI-driven professional inquiry platform from 0 to 1.
- Built scalable deployment infrastructure, including CI/CD pipelines and development/production environments.
- Automated email notification workflows to drive product engagement and increase retention.
- Set up automated alerts, triggers, and webhooks to monitor uptime and detect system degradation in real-time.
- Spearheaded product/engineering roadmapping, business formation, and recruiting efforts.

### Hamster

Remote

Founding Engineer

Aug 2024 — Apr 2025

- Designed the backend for a personalized knowledge management app on mobile, providing tailored destination recommendations based on users' historical preferences and crowdsourced data.
- Onboarded 50+ beta users and reached semifinals in the CMU McGinnis Venture Competition.

## SKILLS & INTERESTS

- **Programming Languages:** Python, JavaScript/TypeScript, Golang, Java, C++,
- **Libraries/Frameworks:** React, Next.js, Redux, NodeJs, GraphQL, gRPC, REST, GitHub Actions, Tailwind CSS
- **Skills:** Git, CI/CD, SQL/NoSQL, Cloud, Observability, Project Management, QA, LLM, DevOps, AI Engineering