

# JINWOONG SHIN

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## SUMMARY

Software Engineer specializing in LLM-powered data pipelines with 1.5+ years of experience at LG CNS America, building and operating scalable GenAI systems for enterprise analytics, including production-deployed summarization and classification workflows.

## SKILLS

<b>Languages</b>	Python, Java, SQL, JavaScript
<b>ML / LLM</b>	LLM-based Summarization & Classification, Embeddings, Prompt Engineering, RAG
<b>Cloud / Data</b>	Google Cloud Platform (Vertex AI, BigQuery), Production ML Pipelines, Batch Processing

## EXPERIENCE

<b>LLM Engineer</b> LG CNS America, Inc.	Jun 2024 – Present <i>New Jersey, United States</i>
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### Return Reason Classification AI (The Home Depot)

*LLM Engineer / Data Scientist*

- Designed and owned an LLM-powered pipeline to summarize and classify **200K+ annual return records for LG Electronics products sold through The Home Depot**, replacing manual analysis with automated GenAI workflows.
- Built batch inference pipelines using LLM-based summarization and embedding-driven classification to structure unstructured customer return data at scale.
- Enabled CX and operations teams with actionable analytics, **contributing to a ~2% reduction in overall return rate in 2025 vs. 2024**.

### Contact Center AI (Enterprise Customer Service)

*Project Lead*

- Led and owned the architecture and delivery of an enterprise contact center AI system, integrating real-time call transcription (AWS Connect STT) with Salesforce Agentforce.
- Designed a RAG-based, multi-agent architecture for call and email assistants, enabling retrieval of troubleshooting knowledge and generation of structured summaries and reply recommendations.
- Established relevance and quality controls through semantic retrieval with reranking, ensuring reliable AI-assisted workflows in production.

### Software Engineer (Intern)

Samsung SDS

Jun 2023 – Aug 2023

*Seoul, South Korea*

- Developed Salesforce CRM automations using Flow Builder to streamline customer management workflows for Sales Cloud administrators.
- Built custom UI components and prototyped an AI-assisted CRM feature using Apex and Lightning Web Components (LWC), improving administrator productivity.

## EDUCATION

**University of Wisconsin–Madison**  
Bachelor of Science in Computer Science

2024

GPA: 3.55 / 4.00