

Jasmine Shi

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EDUCATION

Carnegie Mellon University

Dec. 2026

B.S. in Information Systems, Additional Major in Human-Computer Interaction

GPA: 3.79 | Courses: User-Centered Research & Evaluation · Service Design · Digital Service Innovation · Database Design · Design of AI Products

Awards: Dean's List (Fall 2023, Fall 2024, Spring 2025, Fall 2025, Spring 2025)

INTERNSHIP

AI Product Management Intern, Yes Energy

Jun 2026 - Present

- Designed the structured retrieval layer for an enterprise AI analytics platform by building semantic data models, grounding rules, and verified query patterns, increasing LLM response accuracy to over 90% across 6 data domains, supporting 100+ verified queries
- Led the end-to-end alpha program across 18 users across 4 functions, driving onboarding, feedback synthesis, and product adoption.
- Combined user interviews with backend agent conversation logs across 150+ usage sessions to identify retrieval failures, tool-routing issues, and hallucination patterns, driving improvements to agent instructions, evaluation methodology, and onboarding workflows.
- Designed an AI-assisted maintenance framework for semantic retrieval assets, defining automated evaluation pipelines, human-in-the-loop review workflows, MVP rollout strategy, and cost analysis for scalable enterprise deployment.

PROJECTS

Mental Health Metrics: Automated Data Pipeline for Relapse Monitoring

- Built a production-ready automated data pipeline for 25 study participants, reducing manual time by 95% and eliminating manual calculations.
- Designed the pipeline to save 6+ hours/week of manual effort, improving reliability through automated data processing and report generation.
- Translated stakeholder needs into scoped functional requirements, prioritizing reliability and minimal disruption to existing clinical workflows.
- Delivered a functional prototype used in stakeholder presentations supporting a proposed \$200K research grant, and created documentation and troubleshooting guides enabling non-technical stakeholders to maintain the system post-handoff.

Clinician Connect: UH Clinical Matchmaking Collaboration Tool

- Led product discovery across 15+ stakeholders from 5 Cleveland institutions to identify structural barriers in clinician-engineer collaboration
- Defined a collaboration framework to reduce clinician workload while enabling cross-disciplinary teams to drive research and development.
- Translated research findings into a 12-month roadmap with 3 adoption paths for piloting, partnership, and long-term program ownership.
- Achieved 87.5% increase in intent to use, reduced average task completion time by 46% through iterative refinement and usability testing.

SelfCraft: AI-Supported Personal Growth Platform

- Led 0-to-1 product discovery as solo product lead, framing the core behavioral problem, defining target user segments, and developing an identity-based engagement hypothesis to differentiate an AI-driven reflection and habit-building platform.
- Conducted 20+ usability sessions, translating behavioral insights into PRD-level flows, system architecture, and a tightly scoped MVP backlog.
- Analyzed competitive landscape and identified high feature redundancy across existing tools, prompting a strategic pre-engineering pivot.

CodingHero: AI Project Studio for Kids

- Defined an AI-native product concept, applied PESTLE & JTBD to frame the opportunity and MVP across 4 stakeholder groups.
- Led rapid prototyping with the team to validate desirability, feasibility, and strategic fit of AI features through user feedback and risk tradeoffs.
- Owned product strategy decisions, secured \$800K in simulated funding and endorsement of the proposed roadmap in an investor-style panel.

RESEARCH

AI CS-Learning Chatbot (ICIET 2026)

- Led a comparative evaluation of RAG chatbots and teachable agents to quantify effects on student motivation and learning outcomes.
- Planned milestones, aligned research scope with cross-functional partners to inform roadmap decisions and support an ICIET 2026 submission.

Accessibility, AI & Developer Experience (COLM 2026)

- Drove accessibility improvements in developer tools by evaluating 20+ user sessions to surface and prioritize usability gaps for BLV users.
- Analyzed 200+ AI-generated UI evaluations across 3 variants to drive interaction and accessibility decisions for 2 inclusive workspace projects.

Immense System for Public Speaking (VR/AR) (arXiv preprint, 2025)

- Designed a Unity-based VR/AR interaction system with event telemetry logging to capture behavioral signals across 90+ live sessions.
- Analyzed behavioral data from 40+ participants to surface performance bottlenecks and inform prioritized UX improvements.

SKILLS

Product: Product discovery | PRDs & user stories | Prioritization | Road mapping | Agile/Scrum | Stakeholder management |

Success metrics & experimentation | MVP definition | Requirements definition | Cross-functional communication

Data/Analysis: SQL | BigQuery | PostgreSQL | Product Analytics | Data-driven decision making | Data pipeline design | Dashboard

Engineering: REST APIs | Microservices | OOP/OOD | Data structures & algorithms | Agent Evaluation | Git | RAG | CI/CD

Languages: Python | TypeScript/JavaScript | Java | React | Node.js | Ruby / Rails | C# | HTML/CSS

Tools: Jira | Notion | Figma | Miro | Firebase | Google Cloud | Google App Script | Google Sheets | Microsoft Office | Snowflake