JIAHAO MA jiahao.ma07@gmail.com

Tempe, AZ, 85281 (630) 303-6819 LinkedIn

SUMMARY

Aspiring AI engineer with experience in GenAI, LLM agents, front-end development, and backend systems using Python, SQL, AWS.

EDUCATION

W. P. Carey School of Business at Arizona State University

August 2024 – May 2025

Master of Science in Artificial Intelligence in Business

Tempe, AZ

Northern Illinois University

August 2022 - May 2024

Master of Science in Management Information System

DeKalb, IL

Northern Illinois University

January 2020 - May 2022

Bachelor of Science in Operations Management & Information Systems

DeKalb, IL

RELEVANT EXPERIENCE

AI Engineer

January 2025 - May 2025

JUDEFLY (Capstone Project)

Tempe, AZ

- Developed GenAI-powered healthcare chatbot using transformer models and AWS Lambda to interpret patient health data.
- Designed backend with EC2, S3, and PostgreSQL ensuring secure, real-time access to personalized support resources.
- Built scalable ML pipelines for ingestion, transformation, fine-tuning, and deployment.
- Conducted user testing to iteratively improve response accuracy and trust in medical contexts.

Front-End Developer

January 2025 – May 2025

Private Client Chandler, AZ

 Designed responsive UI for EduBot, an LLM-powered assistant helping high school students discover suitable majors and colleges.

- Integrated OpenAI-based models and ML APIs for real-time user interaction and personalized suggestions.
- Collaborated with AI and backend teams in agile sprints to refine system behavior and learning outcomes.

Graduate Teaching Assistant

August 2023 - December 2024

W.P. Carey School of Business at Arizona State University (Aug 2024 – Dec 2024)

Tempe, AZ

College of Business at Northern Illinois University (Aug 2023 – May 2024)

DeKalb, IL

- Led lab sessions on Tableau and data visualization, coaching students to apply analytics to solve business problems.
- Provided one-on-one mentorship for data-driven projects involving machine learning techniques and hypothesis testing.

Machine Learning Research

November 2023 - May 2024

NIU Office of Innovation

DeKalb, IL

- Designed a profile-based Python model to improve mentor-student matching using similarity metrics and precision analysis.
- Used A/B testing to validate algorithm accuracy and performance gains.
- Collaborated on GitHub to refine models and implement stakeholder feedback.

PostgreSQL Database Design & Business Communication

August 2023 – December 2023

OMIS Independent Research

OMIS Independent Research

DeKalb, IL

- Built PostgreSQL schemas and queries to support real-time analytics and AI-driven business insights.
- Delivered technical findings to stakeholders using advanced SQL and visualization tools.

Customer Sentiment Analysis for Pollyanna Brewing

August 2022 - December 2022

• Applied NLP to extract customer sentiment and trends from large datasets, enabling predictive business insights.

DeKalb, IL

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- Built automated pipelines for continuous sentiment extraction, model refinement, and strategic insight delivery.

TECHNICAL SKILLS

- **Programming Tools:** Python, R, JavaScript
- ML/AI: GenAI, LangChain (familiar), NLP, Deep Learning, Neural Networks
- Cloud & Frameworks: AWS (S3, EC2, Lambda), PostgreSQL, TensorFlow, PyTorch, Tableau, GitHub, Figma, Flutter
- Concepts: AI Model Integration, Data Pipelines, Distributed Training, LLMs, Reinforcement Learning, Data Visualization

HONORS & AWARDS

Cert of Undergraduate Study-Business Analytics-SAS Software Eligible to Enroll

May 2021

• SAP Certified Associate-Business Process Integration with SAP S/4HANA 2020

May 2023