

Chenchen Liu

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EXPERIENCE

AI ENGINEER

Cognizant - IT & Consulting

Teaneck, NJ

Nov 2025 - Present

- Built an **LLM-powered HR policy chatbot for Sanofi** using LangChain, RAG, and conversational memory, allowing employees to query internal company policies through natural language and replacing a manual HR lookup process
- Engineered a **natural language SQL agent**, allowing non-technical teams to query enterprise databases conversationally and automate data extraction across ETL workflows
- Integrated **OpenAI LLMs** into **ETL pipelines on AWS**, configuring and optimizing end-to-end workflows to process enterprise data in production
- Documented technical configurations and implementation standards to support deployment, onboarding, and ongoing workflow optimization

LAB ASSISTANT

Columbia University - Department of Biomedical Informatics (Weng Lab @ Columbia)

New York, NY

Dec 2024 - May 2025

- Conducted **user testing with 5 clinical trial patients**, achieving **100% satisfaction** for an AI-powered podcast tool
- Transformed research articles into accessible podcast episodes using **JavaScript (Node.js)** and OpenAI's sentiment tools
- Improved participant recruitment strategies by analyzing clinical datasets with **Python**, aligning outreach with user needs
- Evaluated **LLM sentiment accuracy** to better **match patients with trials**, enhancing equity in healthcare communication

USER EXPERIENCE DESIGNER

Engage You(th) - Student-led mental health organization

New York, NY

Jan 2024 - Apr 2025

- Moderated user research sessions via Zoom and in-person to gather behavioral insights
- Analyzed **market research** and designed **Figma prototypes** to support a market entry strategy for underserved Asian American communities, resulting in **84% engagement growth** and **94% user satisfaction**
- Secured a **\$15K grant** by integrating gamification elements, increasing product appeal and retention
- Led user research sessions and synthesized findings into **dashboards and insight reports** that shaped design strategy
- Created stakeholder-ready visuals in **Figma and PowerPoint** to support business growth and cross-team alignment

OPERATIONS + PHARMACY TECHNICIAN

YFCC Group LLC - Pharmacy, Medical Supply & Wholesale

Edison, NJ

May 2020 - Nov 2025

- Identified opportunity gaps via SWOT analysis, directly influencing **2 new B2B contracts** and driving **~15% revenue growth**
- Interviewed pharmacists and partners to refine wholesale platform UX, improving search usability by **10%**
- Built Excel dashboards and visual maps to **speed fulfillment by 25%**, reducing friction across inventory flows

RELEVANT PROJECT

OnTrakt | AI-Powered Contract Intelligence Platform ([view here](#))

Tech stack: OpenAI API, LangChain, ChromaDB, RAG, Python, AWS, SQL

- Built AI workflows to summarize contracts, extract key clauses (e.g., renewal dates, payment terms, obligations), and improve document review efficiency.
- Integrated LLMs with semantic search and conversational memory to support multi-turn interactions and intelligent document querying.
- Leveraged AWS cloud services and SQL databases to build a scalable backend for document storage and metadata management.

SKILLS

AI & Machine Learning: LLMs, RAG Pipelines, Prompt Engineering, Fine-Tuning, Agentic AI, Tool-Calling Workflows, Embeddings, LangChain, ChromaDB, Pinecone

Development & Integration: Python, REST APIs, ETL Pipelines, SQL, AWS, Docker, Git, Figma, Adobe Suite, Asana, Jira, Excel, PowerPoint

Research & Design: User Research, Usability Testing, Wireframes, Prototypes, Design Systems, Competitive Research, Sentiment Analysis, SWOT, KPI Tracking, Performance Monitoring, A/B Testing, Accessibility (WCAG)

Operations & Collaboration: Stakeholder Engagement, Cross-Functional Coordination, SOP Documentation, Agile Methodology, Compliance & Security Alignment

EDUCATION

NEW YORK UNIVERSITY, COLLEGE OF ARTS AND SCIENCES (2020-2024)

B.A. Psychology, Min Digital Art & Design

