Julian Baumann

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EDUCATION

Tufts University | Master of Science - Computer Science   **Sep 2024 - Present**
University of California, San Diego | Bachelor of Arts - Psychology, International Business   **Sep 2019 - Jun 2023**

PROFESSIONAL EXPERIENCE

ServiceNow | Product Manager Intern   **May 2025 - Aug 2025**
- Led product development of an AI-powered feature enabling automatic transformation of knowledge base documentation into structured workflow playbooks through a two-pass LLM generation and validation process (GPT-4o / Now LLM), shipping a capability directly requested by enterprise customers
- Defined technical requirements to expand LLM input token capacity from 2k to 13k characters (6.5x increase), collaborating with engineering on prompt engineering strategies, summarization logic for oversized inputs, and validation testing with golden datasets
- Owned competitive analysis across 4 enterprise automation platforms (Microsoft, Salesforce, Pega, UiPath) to identify differentiation opportunities and inform product strategy for AI-powered workflow generation
- Developed user personas from qualitative customer interviews and tied feature value to company OKRs (time-to-value, customer satisfaction, new user activation), addressing the "cold-start" onboarding problem identified in prior UX research

Doctor Multimedia | Technical Support Engineer   **Aug 2023 - Jan 2025**
- Served as the primary bridge between non-technical clients and development teams across 24–40 weekly accounts, translating vague client dissatisfaction into specific, actionable UX requirements
- Recognized recurring user pain points across calls to proactively suggest solutions, often implementing design and layout changes live during client sessions in WordPress so clients could see improvements in real time

Uber | UX Research Intern   **Jun 2022 - Sep 2022**
- Led qualitative research across 10 carrier interviews and designed simulated onboarding exercises with carrier representatives to uncover user preferences and pain points in Uber Freight's carrier experience
- Created a 4-type behavioral segmentation framework (Eager Load Searcher, Dollar Chaser, Flexible Dispatcher, Routine Seeker) from research findings, adopted by internal operations teams to restructure carrier onboarding and communication strategies
- Synthesized findings into research report presented to 20+ stakeholders across product, operations, and design, translating qualitative user insights into actionable product and operational recommendations

PROJECTS

SpeakUp | Web App | [Link](#)   **2026**
AI-powered speech coaching tool built with Next.js, OpenAI Whisper (word-level transcription), and Anthropic Claude (coaching feedback + speech rewriting). Features annotated playback with clickable timestamps, real time coaching feedback, and an AI-generated "ideal version" of each recording. Deployed on Vercel with Supabase backend.

Brain Fog | iOS App | [App Store Link](#)   **2025**
iOS app built with SwiftUI that encourages screen-time reduction through gamified grayscale mode tracking, featuring an evolving brain mascot and focus sessions with iOS Shortcuts integration.