

Staff Engineer | Ph.D. in Computer Science, LMU Munich

Leading organization-wide AI transformation across revenue management, customer service, B2B sales, and SRE. Architecting enterprise AI platforms while delivering measurable business outcomes including 2.5% margin uplift through human-in-the-loop optimization. Research background in human-AI interaction (310+ citations, h-index 9), combining theoretical insight with robust engineering to build scalable production systems. See [Research Portfolio](#).



EDUCATION

Ph.D. Media Informatics (Dr. rer. nat.) <i>LMU Munich</i> <ul style="list-style-type: none">• Thesis: <i>"The Intelligence in the Loop: Empirical Explorations and Reflections"</i>, Magna cum Laude• Advisor: Prof. Dr.-Ing. Andreas Butz	Feb. 2019 – Apr. 2023 <i>Munich, Germany</i>
Master Student Human-Computer Interaction (M.Sc.) <i>LMU Munich; overall grade: 1.63 (max. 1.0) "Very Good"</i> <ul style="list-style-type: none">• Thesis: <i>"Understanding and Predicting Web Browsing Behavior"</i>• Advisors: Dr. Daniel Buschek, Dr. Malin Eiband, Prof. Dr. Heinrich Hußmann	Oct. 2016 – Jan. 2019 <i>Munich, Germany</i>
Bachelor Student Computer Science and Engineering (B.Eng.) <i>Southwest University for Nationalities; overall grade: 3.74 (max. 4.0), ranked 1st of 154 students</i> <ul style="list-style-type: none">• Thesis: <i>"Designing Alternative Contact-free Control Modalities for Smart Watches"</i>• Advisor: Prof. Dr. Yaxi Chen	Sep. 2012 – Jul. 2016 <i>Chengdu, China</i>

RECENT PROFESSIONAL EXPERIENCE

Staff Engineer (promoted from Software Engineer) <i>Sixt SE</i> <ul style="list-style-type: none">• As AI transformation lead: Leading organization-wide AI transformation across revenue management, customer service, B2B sales, and SRE platform domains.• As AI platform lead: Architected enterprise AI platform: AI chat interface, self-service agent builder, company-wide agent framework with eval pipeline, centralized LLM gateway, knowledge management system, workflow orchestration, low-code platform, and document processing pipeline.• As engineer: Led 637+ PRs across 50+ repositories in 2025; built competition-based pricing, compliance infrastructure, AI security and governance; designed revenue optimization systems driving 2.5% margin uplift; made yield systems 300x faster enabling 10x business scale.• As mentor: Mentored engineers through technically challenging projects and actively contributed to building and scaling high-performing engineering teams.	Sep. 2022 – Present <i>Munich Pullach, Germany</i>
Research Associate, Lecturer <i>LMU Munich</i> <ul style="list-style-type: none">• As lecturer: Supervised 18 students in conducting scientific research• As researcher: Researched human-in-the-loop machine learning for 3D graphics systems• As teacher: Taught 12 classes (as lecturer/instructor/assistant/tutor) and supervised 20+ student theses and seminars• As developer: Developed a 3D mesh processing backend system in collaboration with industry partner WAY digital solutions; developed, migrated, and maintained a 17-year-old university CMS system and a 13-year-old collaborative system	Apr. 2018 – Mar. 2023, Apr. 2024 – Present <i>Munich, Germany</i>

PUBLICATIONS

- F. Chiossi, L. Haliburton, **C. Ou**, et al. 2023. *Short-Form Videos Degrade Our Capacity to Retain Intentions*. ACM CHI '23. (112 citations)
 - D. Dietz, ..., **C. Ou**, et al. 2022. *Walk This Beam: Impact of Balance Assistance Strategies and Height Exposure on Performance in VR*. ACM VRST '22.  **Best Paper Award**. (24 citations)
 - **Changkun Ou**, et al. 2022. *The Human in the Infinite Loop: Revealing and Explaining Human-AI Interaction Loop Failures*. ACM MuC '22.  **Honorable Mention**. (15 citations)
 - **Changkun Ou**, et al. 2023. *The Impact of Expertise in the Loop for Exploring Machine Rationality*. ACM IUI '23. (12 citations)
 - **Changkun Ou**. 2021. *Modern C++ Tutorial: C++11/14/17/20 On the Fly*. <https://changkun.de/modern-cpp>. (12k+ GitHub stars)
 - Q. Rao, **C. Ou**. 2022. *The Handbook of Go Programming Interviews*. China Machine Press. ISBN: 9787111702429.
- Full list: changkun.de/research (15+ papers, 310+ citations, h-index 9).
See [my research page](#) or [Google Scholar](#) for more details.

EXPERTISE AND SKILLS

- **Domain:** *LLM-based AI*; *Machine learning* (pytorch/sklearn/tensorflow/etc); *Data analysis* (numpy/seaborn/pandas/etc.); *Computer graphics* (3D rendering and geometry processing, Blender/OpenGL/Metal/three.js); *Web development* (Go/React/etc.).
- **Language:** *Go* (9+ years); *Python* (7+ years); *L^AT_EX* (10+ years); *C/C++* (5+ years); *JavaScript/TypeScript* (5+ years); I speak native Mandarin; fluent professional English; elementary German.

SCHOLARSHIPS AND AWARDS

ACM SIGCHI Gary Marsden Travel Awards <i>Full Travel Support</i>	Jan. 2023
ACM Symposium on Virtual Reality Software and Technology <i>Best Paper Award</i>	Nov. 2022
ACM SIGCHI Mensch und Computer <i>Honorable Mention Award</i>	Sep. 2022
China National Scholarship <i>University of Electronic Science and Technology of China</i>	Sep. 2016 <i>Chengdu, China</i>
China National Scholarship <i>Southwest University for Nationalities</i>	Sep. 2014 <i>Chengdu, China</i>
Meritorious Winner in Mathematical Contest in Modeling (MCM) <i>Top 9% internationally</i>	Apr. 2014

ACADEMIC SERVICE

Associate Chair (Understanding People, Computational Interaction) <i>ACM CHI Conference on Human Factors in Computing Systems</i>	CHI '24-'26
Associate Chair (Human-Centred Intelligent Interactive Systems) <i>IFIP TC13 International Conference on Human-Computer Interaction</i>	INTERACT '25

OPEN SOURCE

Top-200 most active developer in Germany by public contributions. 20.8k+ GitHub stars, 14.9k+ commits across 20+ projects.

- **Go Language (organization member)**: One of 163 official members; current maintainer of x/mobile repository; active contributor to the language runtime and standard library.
- **Fyne (organization member)**: One of 12 core members of this cross-platform GUI framework (24k+ stars); contributing to graphics drivers and performance.
- **golang.design (founder)**: Founded organization hosting 25+ software projects with 6 core members; 465k+ page views since 2020.
- **TalkGo Community (core member)**: Tech talk community with 6.3k+ YouTube subscribers; contributed 7 talks among the most viewed.
- **Notable contributions**: [LibreChat](#), [mcp-go](#), [TensorFlow](#), [etcd](#).
- **Selected packages**: [clipboard](#) (1k+ stars, 2.8k+ dependents), [hotkey](#), [mainthread](#) - cross-platform Go libraries for GUI/system programming.