

Sungjee Yoo

Founder & Principal, AI & Business Operations

New York City, NY, United States | [LinkedIn](#)

AI operations leader who builds internal AI products from discovery through deployment, helping startups and enterprise teams scale output and cut costs through agentic workflows and operational rigor.

EXPERIENCE

Founding Partner SKIN STUDIOS	Oct 2025 — Present <i>New York, New York, United States</i>
Founder & Principal, AI & Business Operations YOO, LLC Built LLM-powered agents and workflows using Python and Anthropic API to automate research, reporting, and execution tasks, lifting output per head 200% in 10 months. Ran discovery across distributed teams to map workflows and prioritize AI use cases by ROI; converted ambiguous requirements into shipped workflows embedded in day-to-day operations. Built KPI dashboards and monthly operating scorecards tracking throughput, cost, delivery, and bottlenecks. Redesigned workflows and capacity for a biotech launch spanning three continents, scaling to 1,000+ B2B memberships in 10 months while cutting operating costs 15%.	Jul 2023 — Present <i>New York, United States</i>
Sr. Manager, Business Operations ROOM, INC. Built the operating system for a 40-person Series A proptech company through acquisition: quarterly planning, leadership reviews, capacity tracking, KPI governance, and company-wide accountability. Shipped automated lead scoring and routing across an \$80M GTM funnel, lifting conversion 150% and cutting cycle time 30% in two quarters. Built pricing and quoting tools that replaced ad hoc discounting with data-grounded logic, expanding margin 150% and profitability 20% YoY. Partnered with Finance to build an accounts-receivable workflow and scorecard, recovering \$5M+ and reducing delinquency 25%.	Jul 2021 — Jul 2023 <i>New York, United States</i>
Director of Sales Development & Operations F. Schumacher & Co. Led change management across five departments, scaling a team from 5 to 20 and building onboarding, training, SOPs, dashboards, and performance metrics for a \$70M unit. Turned around a \$3M drop-ship division with dashboards, vendor systems, SLA governance, and operating reviews; reduced delays 25% and drove 30% YoY growth. Launched a first loyalty program across Sales, Marketing, and Operations, generating \$400K in 4 months at 900% ROI and doubling mid-tier customer turnover.	Jun 2019 — Jun 2021 <i>New York City Metropolitan Area</i>
Innovation Consultant QUESNAY, INC. Scaled consulting delivery across 5+ Fortune 100 clients by standardizing workflows, resource planning, and operating processes. Expanded delivery capacity and tripled revenue from \$300K to \$1M in 24 months.	Jan 2017 — Jun 2019 <i>New York, New York, United States</i>
Business Associate Latch	Oct 2015 — Jul 2016 <i>New York, New York, United States</i>
Co-Founder & Chief Design Officer CLAYPOT, CO. Co-founded and operated a six-person publishing and design studio, overseeing product, operations, and go-to-market. Secured government funding, shipped three books, and keynoted Korea's largest public forum in 2013.	Dec 2010 — Jun 2014 <i>Seoul, South Korea</i>
Company Executive Officer, 1st Lieutenant Republic of Korea Army Served as company executive officer in the South Korean Army.	Mar 2008 — Jun 2010 <i>Mokpo, South Jeolla, South Korea</i>

EDUCATION

NYU Stern School of Business <i>Master of Business Administration (M.B.A.) in Entrepreneurship & Innovation</i> Activities and societies: VP of Finance & Operations, Entrepreneurs Exchange Club	Sep 2014 — Jun 2016
Yonsei University <i>Bachelor's Degree in Business Administration and Management</i> Activities and societies: Founder, The DEMA Studio / Editor-in-Chief, The Yonsei Annals	Sep 2004 — Jun 2008

CERTIFICATIONS

[Book] Architecture of Europe (whitebook),

SKILLS

Strategy · Project Management · Entrepreneurship · Cross-functional Team Leadership · Strategic Planning · Business Strategy · Design Management · Analysis · Product Design · Start-ups · Data Analysis · Research · Marketing · Graphic Design · Writing · Communication · Financial Analysis · Consulting · Project Coordination · Financial Modeling · Team Leadership · Management · Leadership · Valuation · Social Media · Business Development · Corporate Finance · Management Consulting · Blogging · Email Marketing · Analytics · Mobile Devices · Market Research · Finance · Publications · Design · Presentation Design · Interdisciplinary Collaboration · Project Initiation · Agentic workflows · LLM integrations · Prompt engineering · Python · GitHub Actions · AI roadmaps · Use-case discovery · ROI analysis · Feasibility analysis · Adoption measurement · Impact measurement · Salesforce · SQL · BI tools · Cross-functional rollouts · Change management · Training · Standard operating procedures · Vendor governance · SLA governance · Executive reviews · Quarterly business reviews · Monthly business reviews · English · Korean