Yichen (Alex) Ma

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EDUCATION

University of California, Berkeley

Bachelor of Arts, Applied Mathematics   May 2023

SKILLS

Language: Java; **Python**; C; HTML; CSS; **JavaScript**; MATLAB; SQL

Database: MySQL; MongoDB

EXPERIENCE

Elehear Inc, Chicago, IL   September 2023 – March 2024

Software Developer

- Design and develop web applications and websites using modern front-end and back-end frameworks and libraries
- Implement application and web design principles to ensure compatibility across various devices and browsers
- Collaborate with design and product management team to create user-friendly experiences in web and mobile applications

Huamei Soft, Xi'an, China   May 2024 – Current

AI Team Technical Consultant

- Developed and maintained Run GenAI generative AI assistant platform both for internal usage and enterprise customers
- Implement customized workflows and industry-tailored features on the platform and third-party software
- Research and test newest AI technologies including image generation models and AI agents for scenarios
- Organized two Hackathons in the company to help colleagues build AI mindsets and offered support for participants

PROJECTS

ELEHEAR AI Customer Service

- Developed a ChatGPT-like customer service AI assistant to answer product related questions, including product inquiries, usage guidance and troubleshooting. Combine OpenAI's API with RAG.
- Used React framework to build a ChatGPT similar UI interface and provide a user login page. The backend was developed using Express and PostgresSQL for RAG knowledge base.
- Queried related entries in the knowledge base based on user question, then generate replies through GPT API. Users could leave comments on the responses.
- Automatically flagged conflicting entries in the search results. Product professionals can log in and correct the flagged entries.

Run GenAI Enterprise Assistant Platform

- Developed an AI assistant platform supporting RAG, workflow customization for building enterprise tailored AI assistants.
- Used NextJS for both frontend and backend implementation. Added customization modules and UI interfaces to support different display layouts.
- Embedded AI assistants into popular third-party enterprise software platforms for seamless interaction and data integration.
- Implemented AI search service combining search services and web crawler for better LLM search performance.