

In this project, I:

- Collaborated with the development team to create an AI-powered software system for managing and tracking logistics and distribution operations, responsible for designing and implementing the Customer Service Center module;
- Integrated a T5 model-trained "Knowledge-Based Q&A System" into the Customer Service Center module, enabling the creation of an intelligent chatbot that operates while safeguarding company privacy;
- Enhanced interface call logs and implemented error information alerts based on these logs, addressing slow query performances and system timeouts due to database indexing errors and primary key modifications;
- Handled unique cases like resource ID bypassing and resolved customer deletion issues due to state modification logic, addressing domain access issues and database connection pool inefficiencies;
- Employed Vue3 and Bootstrap component library with Streamlit to design user-friendly interfaces that enhanced user experience, meanwhile establishing a robust proxy between frontend and backend using Nginx to improve system stability and responsiveness;
- Integrated Flink into Spring Boot using a thread pool in non-blocking operation for message stream processing, utilized Neo4j for managing recommendation data, and employed JSoup for web scraping.