Argonne National Laboratory

Rezy – AI Support Chatbot for EV Charger Reservation App (EVrez)

Team Members: Anusha Bhat, Maxine Wu, Nidhi Pareddy, Ritai Na

Agenda

1. Team Introduction
2. Problem Statement
3. Q&A

Anusha Bhat

Hometown: Baltimore, MD

Education: Carnegie Mellon University,
B.S. in Statistics and Machine Learning

Work Experience:
- SWE Intern | Material Bank
- Undergraduate Cancer Researcher | UPitt

Skills: Python, R, C, SQL

Fun Fact: I have an extra bone in my ankle!

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Maxine Wu

Hometown: Zhejiang, China

Education: University of Nottingham,
B.Sc. Economics

Work Experience:
- Data Scientist (intern) | Innovation AI
- Data Scientist (intern) | CITIC Securities

Skills: Python, SQL, Tableau, PowerBI

Fun Fact: I play Tarots

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Nidhi Pareddy

Hometown: Dallas, TX

Education: University of California, San Diego,
B.S. in Bioengineering and Bioinformatics

Work Experience:
- Data Science and Bioinformatics Internships
- Part-time work in Biotech research

Skills: Python, SQL, Java

Fun Fact: I crochet and knit

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Ritai Na (Nathan Bywood)

Hometown: Inner Mongolia, China

Education: Tsinghua University,
B.E in Industrial Engineering

Work Experience:
- Project Manager Internship | Microsoft
- Data Scientist Internship | Lenovo

Skills: Python, SQL, Pytorch, Causal Inference

Fun Fact: I like singing.

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Problem Statement

Argonne National Laboratory seeks to develop a chatbot for its EVrez app to automate key functionalities, including support ticket resolution, cancellation of invalid reservations, and generation of personalized EV charging analytics.

Our solution aims to enhance operational efficiency and user experience by enabling smooth, data-driven interactions for streamlined task execution and improved support through implementing an LLM-based chatbot using open-sourced models and Argonne's LLM model ARGO.

We Are Excited to Work With You!