# Argonne National Laboratory Rezy – Al 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!

Contact Info: anushab@uchicago.edu





## **Maxine Wu**

Hometown: Zhejiang, China

**Education:** University of Nottingham,

**B.Sc.** Economics

#### **Work Experience:**

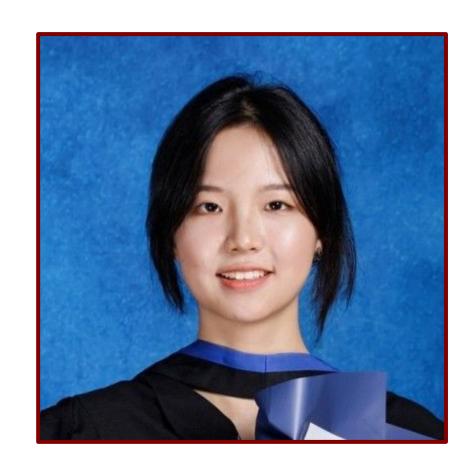
- Data Scientist (intern) | Innovation Al

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Skills: Python, SQL, Tableau, PowerBl

Fun Fact: I play Tarots

Contact Info: wux1@uchicago.edu





# 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

Contact Info: npareddy@uchicago.edu





# Ritai Na (Nathan Bywood)

Hometown: Inner Mongolia, China

**Education:** Tsinghua University,

B.E in Industrial Engineering

#### **Work Experience:**

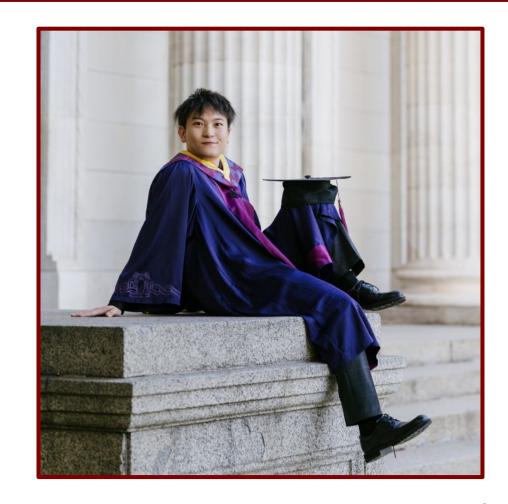
- Project Manager Internship | Microsoft

- 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!

