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S Education

2019.9-2024.6

University Of Science and Technology of China

Safety Engineering | Master part-time, in progress

2008.9-2012.7

Tianjin Polytechnic University

Communication Engineering | Bachelor



Work Experience

2018.4-To Present Iflytek Co. LTD

Product Manager | Al

Responsibilities & Achievements:

- 1. Responsible for the domestic promotion of the company's end-to-end VOLTE network optimization evaluation system.
- 2. Responsible for the product design and planning of intelligent voice navigation system: VUI, Speech and prompt tone. Analysis of user scenarios and optimization of human-computer interaction for different scenarios.
- 3. Responsible for market research and prototype design of intelligent voice navigation SaaS platform for small and medium-sized enterprises.
- 4. Responsible for pre-sales support, customer communication, bidding planning, organizing or supporting bid response for intelligent voice navigation products.
- 5. Responsible for product design, launch and iteration of AI cloud calling platform.
- 6. Design, launch and iteration of personalized voice products with project-based requirements.
- 7. Production and research iteration and marketing of Al video customer service.
- 8. Responsible for the tracking of product lifecycle and milestone from demand to online, control the progress, quality and cost of product R&D. Ensure that the product meets the requirements of relevant parties.

2016.2-2018.3

ZTE JieWei Communication Technology Co. LTD

Product Manager | Telecom Equipment

Responsibilities & Achievements:

- 1. Responsible for the company's intelligent IOT access control, which is applied in radio site, ONU, product promotion, making product planning, market assessment, customer demand assessment, patent application, supplier selection.
- 2. Responsible for pre-sales technical communication, customer publicity, making plan, product matching test and pre-bidding preparing of China Tower intelligent IOT access control project.
- 3. Responsible for organizing the team to carry out project bidding: collecting historical quoted price of competitors, simulating bidding offers, evaluating technical solutions and calculating project costs.
- 4. Responsible for the nationwide delivery of access control projects: overall control of project cost, construction period, quality, safety, construction partner certification, supplier supply cycle assessment, product technical training, etc.
- 5. Responsible for payment collection tracking of access control projects, and formulating region al payment collection targets, reward and punishment measures.
- 6. Wrote product patent documents and formulated relevant procedures and systems.
- 7. Outsourcing management of project suppliers and construction: cooperation negotiation, contract writing and evaluation, payment application, and quality return problem tracking.
- 8. Responsible for supporting the bidding work of other projects.
- 9. New product evaluation, feasibility analysis and relevant market evaluation.

2012.7-2016.1

China Unicom Taizhou branch

Wireless Communications Engineer | Telecom Equipment

Responsibilities & Achievements: be responsible for GSM/WCDMA/LTE optimization

- 1. Monitored daily KPI indicators, analyzed network indicators, adjusted poor quality cells, delivered, maintained and accepted engineering sites, and handled user complaints and problems.
- 2. Optimized RF and KPI of urban area, arterial road, campus and grid, and positioned and solve d RF-side problems such as coverage, interference, switching and reselection.
- 3. Reinsurance of key regions and holidays, statistical analysis of traffic volume and traffic model, and output index analysis report.
- 4. Manage and maintain the local user perception system.
- 5. Optimized outsourcing personnel management for project construction and network.

Project Experience

2021.12-To Present

Al Video Customer Service

Product Manager

Description: Under the background of 5G, artificial intelligence and virtual reality technology, this project uses neural network algorithm to realize the modal drive of 2D and 3D image resources, and combines the ability of AI dialogue robots such as NLU/ASR/TTS to realize the application of AI virtual customer service and AI virtual anchor in video call and Internet channels.

2020.5- To Present

Al cloud calling platform

Product Manager

Description: Based on the government and enterprise customers of operators, it provides users with rapidly reusable outbound call robots, provides template solutions for outbound call scenario s such as marketing, notification and intention collection, and supports users to carry out process production through graphical interfaces. Based on ASR, TTS, NLU, CTI and other underlying technologies, the phone robot can make batch outgoing calls and reduce customer service costs for enterprise customers.

Responsibilities:

- 1. Market research, demand analysis, prototype output review.
- 2. Assisted R&D in production, tracking version launch and functional iteration.
- 3. Product pre-sales support, customer communication, response to bidding, etc.

Achievement:

The product has been online, and periodic iterations are carried out normally.

2018.10- To Present

Intelligent voice navigation project

Product Manager

Description: Based on the speech recognition, semantic understanding and speech synthesis technology of Iflytek, the intelligent consulting customer service is realized. With common and general problems as the entry point, the machine answers instead of manual answers, so as to save the human cost of customer service, reduce the expenses of enterprises.

Responsibilities:

- 1. Responsible for communicating with customers' needs and sorting out business logic process.
- 2. Design product VUI, prompt sound and grammar.
- 3. Cooperate with R&D to realize products and follow up R&D progress.
- 4. On-line test of deliverables, and modify product deviations according to customers' opinions.
- 5. Late-stage knowledge of product operation and maintenance, and answer customers' questions.

Achievement:

- 1. Intelligent navigation of a procuratorate hotline went online.
- 2. The intelligent navigation of the company's customer service system went online.
- 3. Intelligent navigation of a Public Security bureau went online.
- 4. Intelligent voice navigation project of a Social Security Administration.
- 5. Intelligent voice ordering process of express.
- 6. A gas ownership transfer and maintenance process.

2018.4-2018.9

End-to-end VOLTE voice quality assessment system

Pre-sale Engineer

Description: Based on the depth of the neural network training (user perception model (different acoustic characteristic information and the corresponding relation of MOS values), through the collection and monitoring of core network SGI mouth media surface source and control the flow, ac curate, efficient and comprehensive evaluation of end-to-end user real perception, to protect the user experience, improving the quality of the business to provide effective support.

Responsibilities:

1. In charge of pre-sales technical support, mainly conducted on-site technical communication with customers,

issued construction plans, organized live network testing, project response, demand analysis, etc.

- 2. Coordinated the assessment of requirements and realization of products.
- 3. Assisted the first-line office in product sales and promoted the overall project progress.

Achievement:

Zhejiang Mobile, Anhui Telecom, Anhui Mobile, Jiangsu Telecom, Guangzhou Telecom products online delivery.

2016.4-2018.4

China Tower radio sites intelligent access control renovation project

Product Manager

Description: From 2016 to 2018, China Tower Base used the Internet of Things and electronic lock core technology to carry out intelligent transformation of the access control of the base station, so as to reduce the problems of daily repeated loading, difficulty in borrowing keys, management disorder and frequent security risks, which is conducive to reducing the daily maintenance cost and enhancing the safety performance of the base station. The scope of transformation involves the national 2 million stock and new stations, to achieve remote and authorized opening of the door simultaneously, the purpose of inbound and outbound station traces. Won the bid in Liaoning, Anhui, Jiangsu, Shandong, Henan, Hunan, Hainan, Zhejiang, Ningxia, Shanxi and other 10 cities.

Responsibilities:

- 1. Provided pre-sales technical support, organized product testing, and made project biding.
- 2. Formulate project assessment mechanism: duration, quality, cost and payment collection.
- 3. Supplier supply arrangement and product quality issues;
- 4. Negotiation with construction parties and construction quality disputes.
- 5. Maintain customer communication and understand customer intentions.

Achievement:

Complete the supply of access control, on-site construction, quality control, assistance in acceptance and maintenance of the tower within the specified period. The amount of each project is as follows:

Liaoning Tower (2017): Won the bid in the third place with the project amount of 1.5 million yuan.

Anhui Tower (2017): Won the second bid, with the project amount of 6.7 million yuan.

Jiangsu Tower (2017) Bid Section 1 won the sixth place with a bid amount of 4.2 million yuan.

Shandong Tower (2017): Won the second bid with a project amount of 5 million yuan.

Henan Tower (2017): Won the second bid, with the project amount of 6.66 million yuan.

Hunan Tower (2016): Won the second bid, with the project amount of 7.1 million yuan.

Hainan Tower (2016): Won the bid in the third place with the project amount of 8.7 million yuan.

Zhejiang Tower (2016): Won the bid in the third place, with the project amount of 4.5 million yuan.

Ningxia Tower (2016): Won the second bid with a project amount of 3.4 million yuan.

Shanxi Tower (2016): Won the bid in the third place with the project amount of 2.1 million yuan.



English CET6

Mandarin



PMP, Associate Constructor (Municipal Engineering)



Others

Self-description

Deterministic, pragmatic, honest, enterprising

Career Intention

Hefei | Artificial Intelligence, Computer Software, Telecom Equipment