Hugo Chen

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Employment

Software Engineer

Telexpress

Sep 2018 – Present

Voive Bot (Python)

- Lead developer for developing a voice chatbot system on PBX telephony system.
- Reduced 40% CER by implementing key words correction algorithm on customized ASR system.
- Further improve the key words detection rate by 28.6% by building a customized ASR system.
- Developed a gender recognition based in voice and implemented on the voice chatbot system with 98% accuracy.
- Developed a voiceprint verification system.
- Improved a YouTube videos crawler to construct Mandarin ASR training dataset.

Chatbot (Python)

- Developed a data augumentation system which combine severl algorithms.
- Integrated SOTA NLP algorithm BERT to improve chatbot performance.
- Reviewed industry-academy cooperation projects for the company.

E-Commerce Platform (.Net Core)

- Developed backend APIs for the platform.
- Integrated open source BI tool into the Platform.
- Implemented business parter's decrypt algorithms in open source BI tool.

Customer Service Online Chat (.Net Framework)

- Implemented a new chatting channel on WeChat.
- Implemented business parter's decrypt algorithms in the system (Java).

DevOps

- Compile docker-compose yamls.
- Compile Kubernetes yamls using Helm.

Education

Yunlin, Taiwan R.O.C.

National Yunlin University of Sciences and Technology

 $\mathbf{Sep}\ \mathbf{2016} - \mathbf{Aug}\ \mathbf{2018}$

- M.S.E. in Computer Science and Information Engineering, Fall 2018. GPA: 4.0
- Thesis: "Semi-supervised Learning Using Generative Adversarial Networks"

Taoyuan, Taiwan R.O.C.

Chang Gung College

Sep 2011 - June 2015

• B.S.E. in Computer and Information Science, May 2015.

Technical Experience

Projects

- ShortUrl A highly scalable url shortener service to reduce a long link. Using flask, MongoDB, Redis, and host on Digital Ocean.
- Crypto Trading Gym OpenAi custom environment in order to train agents profiting from crypto markets. Python
- Insult Puppy A frontend practice project which the insult content come from Evil Insult Generator API and the Puppies images come from RandomDog API. Developed using Vue. Host on Netlify.
- Game of Life In memory of Dr. John Horton Conway. Developed using Python, SciPy, and OpenCV.
- Access Control System with Face Recognition and RFID An access control system which check
 both user RFID number and facial features to gain authorization. This system is currently being used
 in YunTech Research Center.

Languages and Technologies

- Programming Languages: Python (fluent), SQL (proficient), JavaScript (proficient), Shell Script(proficient), C/C++(prior experience), Java(prior experience), C# .NET Core/Framework (proficient).
- Technologies: Git, Docker, Flask, MongoDB, Redis, MySQL, Microsoft SQL Server, Vue, Tensorflow, PyTorch, Kaldi, OpenCV.
- Cloud Platforms: Google Cloud Platform, Azure, Digital Ocean, Netlify.