# Hugo Chen

+886-988537425 hugo.chen731@gmail.com

#### **Employment**

Software Engineer Telexpress Sep 2018 – Present Voice Bot (Python)

- Voice Bot is a real time streaming low latency bi-directional system which integrates the PBX telephony system and text-based chatbot service.
- Lead backend developer responsible for system design, database design, implementing server and telephony system clients, and organizing three other engineers for internal tools development and QA testing.
- Voice Bot is powered by asynchronous Socket.IO framework to stream audio data from telephony system back to the server and perform speech recognition.
- Developed dynamic voice activity detection algorithm to further improve the user experience.
- Voice Bot is using MongoDB as database, redis as cache, and ELK as logging system.
- Developing a key words correction algorithm to reduced 40% character error rate.
- 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.

# Chatbot (Python)

- Developed a text data augmentation system which combine several algorithms.
- Integrated SOTA NLP algorithm BERT to improve chatbot performance.

#### E-Commerce Platform (.Net Core)

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

## Customer Service Online Chat (.Net Framework)

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

#### DevOps

- Compile docker-compose yaml configurations for defining and running multi-container e-commerce platform microservices.
- Compile Kubernetes yaml configurations using Helm for automating deployment, scaling, and management of containerized e-commerce platform microservices.
- Setting up Jenkins pipelines for automated CI/CD.

#### Technical Experience

#### Projects

- ShortUrl A highly scalable url shortener service to reduce a long link. Using flask, MongoDB, Redis, and host on DigitalOcean.
- PhotoRater An ios app written in swift which using Tensorflow to train a photo rating model and transfer to a Tensorflow Lite model and integrated in to the app.
- Insult Puppy A frontend practice project in which the insult contents 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.
- freqtrade-gym OpenAi custom gym environment in order to train reinforcement learning agents to profit in crypto markets.
- Kaggle Competitions:
  - Google Cloud & YouTube-8M Video Understanding Challenge: Top 15% Bronze Medal.
  - Statoil/C-CORE Iceberg Classifier Challenge: Top 14%.
  - Mercedes-Benz Greener Manufacturing: Top 15%.

## Education

# Yunlin, Taiwan R.O.C. National Yunlin University of Sciences and Technology Sep 2016 – Aug 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.

# Languages and Technologies

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