

# Mengze Hong

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## EDUCATION

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- **The Hong Kong Polytechnic University** Hong Kong, China  
*PhD in Computer Science* Sep 2024 -
  - **Supervisor:** Prof. Qing Li and Prof. Chen Zhang
  - **Thesis Topic:** Compliance-Guaranteed Customer Service Systems with LLM-in-the-Loop
- **The University of Nottingham** Nottingham, UK  
*BSc (Hons) Mathematics and Data Science* Sep 2021 - Jun 2024
  - **Grade:** First Class Honours (GPA: 3.98/4)
  - **Awards:** Faculty Best Student Award (top 1%), Dean's Excellence Scholarship Award (top 1%)

## RESEARCH EXPERIENCE

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- **AI Group, WeBank** Shenzhen, China  
*NLP Research Intern* Jun 2024 - Oct 2024
  - **Supervisor:** Prof. Di Jiang
  - **Research Focus:** large language models, dialogue data mining, customer service support
  - Developed compliance-guaranteed customer service automation system for banking applications.
  - Proposed the **LLM-in-the-loop** paradigm for cost-efficient dialogue data mining at industrial-scale.
- **Luckin Coffee Inc.** Beijing, China  
*Strategy Analyst* Jun 2023 - Sep 2023
  - **Research Focus:** data-driven enterprise solutions, competitive market analysis
  - Proposed a data-driven five-year development roadmap for company's overseas expansion strategies.
  - Developed data automation systems to manage retail databases and extract key competitive market insights.

## PUBLICATIONS

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- **Orchestration-Free Customer Service Automation: A Privacy-Preserving and Flowchart-Guided Framework**  
Mengze Hong et al. The ACM Web Conference 2026. (CCF-A)
- **Multimodal Peer Review Simulation with Actionable To-Do Recommendations**  
Mengze Hong et al. The ACM Web Conference 2026 Demos. (CCF-A)
- **CiteLLM: An Agentic Platform for Trustworthy Scientific Reference Discovery**  
Mengze Hong et al. The ACM Web Conference 2026 Demos. (CCF-A)
- **Dial-In LLM: Human-Aligned LLM-in-the-loop Intent Clustering for Customer Service Dialogues**  
Mengze Hong et al. Conference on Empirical Methods in Natural Language Processing 2025. (CORE A\*)
- **QualBench: Benchmarking Chinese LLMs with Localized Professional Qualifications**  
Mengze Hong et al. Conference on Empirical Methods in Natural Language Processing 2025. (CORE A\*)
- **Augmenting Compliance-Guaranteed Customer Service Chatbots with Context-Aware Knowledge Expansion**  
Mengze Hong et al. Conference on Empirical Methods in Natural Language Processing 2025. (CORE A\*)
- **Dialogue Language Model with Large-Scale Persona Data Engineering**  
Mengze Hong et al. Conference of the Nations of the Americas Chapter of the ACL 2025. (CORE A)
- **InfantCryNet: A Data-driven Framework for Intelligent Analysis of Infant Cries**  
Mengze Hong et al. Asian Conference on Machine Learning 2024. (CCF-C)

## PROFESSIONAL SERVICES

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- **Teaching Assistant:** Advanced Big Data Computing; Business Intelligence and Customer Relationship Management
- **Invited Talks:** AI and Big Data in Banking Service (COMP, 2026); AI Chatbots and Virtual Avatars in Hospitality (SHTM, 2025); Applying AI in Accounting and Finance: Transforming Practices for the Future. (Business School, 2024)