Resume

Personal Information

- Name : Young Hoon Kim
- Date of Birth : May 1th, 1985
- Address : Magok Joongang 5 ro 6, Kangseo-gu, Seoul
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- Mobile : 82-10-9004-6355
- Github link : https://github.com/realhoon

Core Competencies

- Refining raw data and making the decision through insightful consideration and analysis of data
- Programming Language : Python, SQL
- Visualization Tool : Tableau
- Office Programs : Excel, Word, PowerPoint,
- IT skills : Linux, Github, JIRA, Notion
- English : Business Level, TOEIC 775 (2023.09.24)

Education

Soongsil University Graduate School Master's course (Major : Artificial Intelligence)	Mar. 2021 ~ Aug. 2023
Hankuk University of Foreign Studies Bachelor (Major : Economics / Minor : Business)	Mar. 2005 ~ Feb. 2013
Joongang High School	Mar. 2001 ~ Feb. 2004

Employment History

DFLUX C&C(AICC SERVICE TEAM)	Jul. 2023 ~ Dec.2023 (5 months)
KT DS(AICC SERVICE TEAM)	Aug. 2021 ~ Jul. 2023 (1 year 11 months)
CJ BIOSCIENCE (FINANCE TEAM)	Nov. 2017~Mar.2021 (3 years 5 months)

Military Service

Full-time discharge as an army sergeant (Auxiliary Police)	Aug. 2006 ~ Jul. 2008

Training in the Academic Institution

Big Data Analysis with Python : Python basic, Numpy, Pandas and Matplotlib	Mar. 2022 ~ Jun. 2022

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Career Details

DFLUX C&C   **Jul. 2023 ~ Dec. 2023(5 months)**

Freelancer, AICC(AI Contact Center) Service Team, KT DS

KT Service - Data Building of NH Investment Securities' TA(Text Analysis) Engine System

Analysis technology of consultation data for identifying customers' intentions.

Providing detailed analysis of intent at the sentence/utterance level and linking to business insight through accumulation of voice data for NLP(Natural Language Processing).

1. Work environment : TA(Text Analysis) engine system in the NLP(Natural Language Processing) stage, after the recognition of the customer's voices based on deep learning technology

2. Responsibilities : Improving the quality of services by classifying customers' intentions, raising the recognition rate of keywords, through analysis of data and building models.

 - Adding sentences data not learning in the models

 - Tokenizing with analyzing the morpheme, and improving the recognition rate of keywords related to finance

 - Adding the dictionaries of headwords, synonyms and users' words

 - Analyzing the log data at Linux operating system : Analyzing unextracted sentences with checking call IDs, and also checking the process of modeling

 - After modeling with training data, verifying the model's performance and deploying the model by weekly (web environment)

 - Building datasets required for validating and testing the performance of the model

3. Analysis tool : Visual Studio(md files), Linux, Excel

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KT – Data work of AI Contact Center's Voice-Bot Service

The AI virtual counseling solution based on the voice calls that supports the reservation and the guidance for customers

1. Work environment : LM(Language Model) based on statistics and probability(N-gram method) at the speech recognition stage, STT(Speech To Text)

2. Responsibilities : Creating LM(Language Model) related to speech recognition with analysis and collection of data, providing convenient services for customers through the voice bot system

 - Measuring the recognition rate based on recorded voice files(pcm) and answer sheets(STT results) after the service launching

 - Modeling LM(Language Model) after extracting misrecognized / unrecognized vocabulary and sentences

 - When VOC(Voice of Customer) occurs, identifying the path of data accumulation and analyzing misrecognition / unrecognition cases to support for customer response

 - Creating the text corpus(training data) by the combination of categories and patterns

 - Generating the text of numbers and English words(training data) by transcription

 - Serving and deploying the models on the server : Deploying through process work based on understanding of the speech recognition server system and managing connections of the server with various domain models

3. Analysis tools : Linux, Excel

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Assistant Manager, Finance team, Reason of resignation : A change of occupation

1. Funds management
 - Managing by the purpose of each fund series
 - Working business of wire transfer related to foreign branch and arranging evidential materials
 - Establishment of funds budget for purchasing the property like a building, managing the rent from lessee
 - Managing the funds of CB(Convertible Bond) by the purpose and making documents for reporting to the investment firm
 - Controlling budget internally
 - Working for payment of salary and handling accounting issues related to salary

2. Data management of the inventory and the purchase
 - Administering costs of the purchase related to material and equipment for laboratory and IT software fees, like AWS
 - Managing the inventory by the raw material ledger, supporting for assessing the ending inventory, calculating the cost of sales

3. Preparing materials for the audit
 - Making up the accounting vouchers
 - Reporting the closing accounts monthly
 - Making up materials and supporting to deal with for the quarterly, half-yearly and yearly audit

4. Preparing the review materials for IPO(Initial Public Offering)
 - Making up comparative materials of the accounting title for recent 3 years
 - Making up materials and responding the request of KRX(Korea Exchange)

5. Etc
 - Applying the international accounting standards of lease(K-IFRS No.1116)

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- **Motivation of applying for the job**

I have experienced how AI technology is applied to services while working on the analysis of data in language models. Based on the Speech To Text(STT) files to relate with finance at the natural language process(NLP), I worked for the classification of customers' intents and the recognition of the entities.

For two years, I have been analyzing the voice data from the with the phrases recognized by the AI voice-bot. So I have been thinking about how to provide more natural languages to customers from AI and to help employees working more efficiently with AI. I'm sure that these experiences and considerations can contribute to improve the service quality of your company. In addition, I have technical skill with Python programming language to gotten at the graduate school master's course. The Python programming language skill is able to refine and analyze on the voice data, and to utilize it in AI algorithms.

- **My Capabilities : Programming skills and Knowledges -**

My strengths are learning quickly and experienced, easily understanding concepts of AI algorithm based on the knowledge.

- Python coding Technical Skill :
Trained by using only Python codes step by step to understand the principles of AI algorithms.
- Deep Learning Algorithm :
Practiced TensorFlow framework to acquire deep learning algorithms like CNN and RNN.
- Mathematic Understanding :
Taken economic mathematics and statistics in undergraduate school for easily understanding of mathematics in AI like, probability, linear algebra and differential calculus.

I would like to be in charge of research and development in AI data field with understanding of the overall theories and codes of ML(Machine Learning)/DL(Deep Learning).

Additionally, I completed writing the thesis for Master's degree. Due to the work condition, I wrote the thesis in the form of identifying the problem of our services and planning the solution. During this period, I was able to understand the overall structure (STT-NLP-TTS) of the AI contact center at each stage with the broad perspective. I explored the current technology level and new technologies, by searching other companies' services and related papers. Based on this experience of the research, I can apply the new AI technology to the company service.

Also due to my previous career in the finance team, I acquired ability to make reports based on figures with Excel. And I also have appropriate English skill for communication.

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