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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Core Competencies

- Refining raw data and making the decision through insightful consideration and analysis of AI data
- Python(numpy, pandas, matplotlib), Tensorflow, CNN, RNN
- Linux, Github
- Creating numerical report data by working with documents (Office programs : Excel)
- English : TOEIC 775 (2023.09.24)
- Github link : https://github.com/realhoon

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

Python Big Data Analysis : Data type, if, loop, function, class, numpy, pandas, matplotlib	Mar. 2022 ~ Jun. 2022

Career Details

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

Freelancer, Knowledge building work part of AICC Service Team, AI/CX, KT DS

KT - NH Investment Securities Knowledge Construction (TA, Text Analysis Engine Data Construction)

Analysis technology of recording-based consultation data for identifying customer intentions, providing detailed intention analysis at the sentence/utterance level, and linking to business insights through voice data assetization for NLP(Natural Language Processing).

1. Work environment : TA (Text Analysis) engine system in the natural language processing stage after voice recognition based on deep learning technology

2. Responsibilities : Improving the quality of consultation services by classifying customer intentions and improving the recognition rate of keywords through analysis of consultation data based on recordings of customers consultation and learning natural language processing models.

- Adding sentences with insufficient learning among consultation types
- Tokenization, morphological analysis and additional tasks for recognition of the entity related to finance
- Adding headings, synonyms and user dictionaries
- Analyzing Linux log data : Analyzing unextracted sentences, checking call IDs and checking the process of natural language processing modeling
- Verifying the model's verification/test performance and distributing the model after training data by weekly(web environment)
- Build datasets required for model validation and performance test

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

YESMANPOWER **Aug. 2021 ~ Jul. 2023(1 year 11 months)**

Dispatched, Language Modeling part of AICC Service Team, AI/CX , KT DS

KT AI Contact Center VoiceBot Voice-based Dialog Interface

An AI virtual counseling solution based on voice calls that supports scheduling and guidance for inquiring customers' call-in for customers who want to streamline their counseling business through voice conversations with AI.

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

2. Responsibilities : Creating language models related to speech recognition and through processing technology(data correction) and providing the goot quality of service, so that various customers can conveniently use the service 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 customer VOC occurs, identifying the path of data accumulation and analyzing misrecognition/unrecognition cases to support for response
- Creating the corpus by working with tools of categories/patterns
- Generating training data by transcription of numbers and English words
- Model serving and deployment : Deploying through process(PNR) work based on understanding of the speech recognition server system's configuration and managing connection of server with domain model

3. Analysis tools : Linux, Excel

CJ BIOSCIENCE **Nov. 2017 ~ Mar. 2021 (3 years 5 months)**

Assistant Manager, Finance team

1. Fund management

- Managing by purpose of investment funds for each series and preparing reporting materials for an investment company

2. Inventory and purchase data management

- Managing laboratory raw material on accounting view, analysis the cost of sale for increasing company sales

3. Preparing of materials for accounting audit

- Preparing quarterly, semi-annual, annual audit data
- Drawing up materials of inventory assets, purchases, cashable assets, short-term financial asset and foreign currency asset, etc.

4. Preparing of review materials for IPO

- Creating comparative data yearly through raw data purification

Cover Letter

- **Motivation for applying for a 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 and 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 speech recognition field with understanding of the overall theories and codes of ML(Machine Learning)/DL(Deep Learning).

- **Examples of work experience**

During the initial AI contact center business, I was in charge of enhancing language modeling related to restaurant reservations. Our first client was VIPS, and I started collecting irregular data about restaurant reservations and inquiries based on the basic scenario flow. The initial recognition rate was in the 70%. By amplifying expected utterances and specific phrases such as date, day, and time with using Excel and Linux shell scripts, the recognition rate was raised to 90% before service launching. After launching the service, lines have been expanded to all VIPS branches, and about 8,000 to 10,000 voice calls have been flowing in per day. To maintain service quality, I analyzed the incoming voice files and transcription data using Excel, and made practical improvements by adding misrecognized keywords and other ending of a word. Eventually, the recognition rate rose to 97%, and starting with this language model, our team able to provide services to other reservation-related restaurants and cafe companies.

During the NH Investment & Securities voice capitalization project, I was in charge of knowledge building and analyzed the original data of customer speech related to stock orders and financial products. I classified the intent of customer utterances and worked on recognizing entity names, such as stock names in sentences. If intent classification and entity name recognition were not performed properly, it often fell to non-extraction at the NLP stage. When we took over the project, the data extraction rate was 89%, but we later raised the extraction rate to 94-95 points by properly classifying parts that caused confusion in intent and conducting training by collecting a large number of unextracted sentences. By analyzing the exact cause of the problem through data to find a solution, we were able to obtain results that improved quality.

This experience will help to identify the types of data and provide insights needed for decision-making by collecting and refining the data through tools.