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✦ Professional Summary

- **Core Positioning:** Senior Pre-sales Consulting Expert and AI Application Architect with a robust data science background. Deeply rooted in the Contact Center and Enterprise Compliance Risk Management domains, specializing in translating cutting-edge AI technologies (LLMs, Agents) into practical, high-value business solutions that resolve critical pain points.

- **Business Depth (Contact Center & Compliance):** Extensive hands-on experience in both "Smart Customer Service" and "AI Compliance Audit" tracks. Proven track record in designing high-efficiency AI multi-dimensional data mining and risk association mechanisms for massive volumes of call recordings, chat logs, internal documents, and transaction records. Deep insights into the operational implementation of smart quality assurance, workforce optimization, and self-service bots.

- **AI & Technical Architecture:** Highly proficient in the architectural design of Large Language Models (LLMs), AI Agents, and Retrieval-Augmented Generation (RAG). Demonstrates strong engineering pragmatism in massive document retrieval and knowledge base construction, excelling at replacing complex vector databases with traditional search engines to achieve efficient, highly precise content matching. Strong capability in full-stack development and rapid MVP/POC prototyping.

- **Consulting & Solution Empowerment:** Exceptional ability to deconstruct complex requirements. Capable of driving the end-to-end lifecycle—from uncovering business pain points and evaluating technical feasibility to designing comprehensive AI architectures—seamlessly aligning underlying data logic with the business application layer.

Core Competencies

1. AI & LLM Technologies

- **Model Deployment & Fine-tuning:** Extensive experience in local LLM deployment (e.g., Ollama, vLLM, SGLang) and deep familiarity with mainstream open-source models (Llama, GLM, Qwen). Hands-on expertise in model fine-tuning utilizing frameworks such as Huggingface Transformers and Unsloth.

- **AI Agents & Vertical Applications:** Deep understanding and practical application of mainstream Agent frameworks (LangChain, LlamaIndex, AutoGen, CrewAI, Ango). Capable of rapidly building high-value, vertical-specific AI applications, including smart customer service and intelligent compliance auditing systems.

- **Data Science & Analytics:** Proficient in the Python data science toolchain (NumPy, Pandas, Jupyter Lab), excelling in data cleaning, transformation, and in-depth analytical mining of complex business data.

2. Backend Development & Architecture

- **Core Language:** Python (Expert), possessing solid fundamental programming logic and engineering implementation capabilities.
- **Backend Frameworks:** Highly proficient in leveraging FastAPI and Flask to build efficient, scalable, and robust backend API services and system architectures.

3. Rapid Prototyping & Frontend Basics

- **Full-Stack Validation & Deployment:** Excels at rapidly building Proof of Concept (POC) prototypes. Successfully developed and deployed multiple full-stack applications, including system architectures utilizing Vue (Frontend) + FastAPI (Backend), as well as heavy utilization of Python Streamlit for creating data and AI interactive web apps.
- **Frontend Skills:** Capable of independently building UI dashboards using Vue and React. Solid understanding of HTML, CSS, and JavaScript, ensuring smooth API design and integration in decoupled architectures.

4. Senior Pre-sales & Technical Consulting

- **Requirement Deconstruction & Business Insight:** Over 15 years of experience as a Pre-sales Engineer and Consulting Expert. Highly skilled at uncovering latent client pain points, accurately analyzing genuine business intentions, and translating them into actionable technical requirements.
- **End-to-End Solution Delivery:** Masterful at coordinating cross-functional internal resources. Possesses top-tier capabilities in competitive analysis and tailored solution planning. Highly effective at spearheading POC validations to ensure a seamless transition from the pre-sales pitching phase to final project delivery.

💼 Professional Experience

Verint Systems | Shanghai

(Global Leader in Contact Center & Financial Compliance Solutions)

Senior Solution Consultant | *2019.06 - 2026.03*

- **Regional Strategy & Pre-sales Consulting:** Directed pre-sales consulting and technical support for Contact Center and Financial Compliance solutions across core APAC regions, including Mainland China, Hong Kong, Taiwan, and South Korea. Spearheaded the Go-To-Market (GTM) and localization strategies for core products, including AI Self-Service Bots, AI Knowledge Bases, AI Speech-to-Text, and 100% Automated Quality Management (AQM).
- **AI Product Iteration & Localization:** Drove the integration and technical iteration during product localization. Led the incorporation of Large Language Models (LLM) and AI Agent modules into existing product lines, significantly boosting the efficiency and accuracy of AI-driven compliance checks for financial communication records.

- **Competitive Analysis & POC Execution:** Delivered high-quality competitive analyses and customized solutions based on deep APAC market insights. Efficiently coordinated cross-departmental resources to drive POC validations, ensuring cutting-edge AI technologies integrated smoothly into clients' complex business environments.
- **Benchmark Project Delivery:** Acted as the core consulting and technical lead in securing and deploying multiple flagship industry projects, including: **Fidelity** (Communication Compliance Management Platform), **FedEx** (Omnichannel Smart Contact Center & Operation Analysis System), and **Universal Studios Beijing** (Next-Generation Customer Engagement Center).

Aspect Software | Shanghai

(Industry Leader in Intelligent Outbound & Workforce Management Systems)

Pre-sales Team Lead, Greater China | *2012.04 - 2019.05*

- **Team Management & Regional Leadership:** Led the Greater China Pre-sales team, overseeing operations across Mainland China, Hong Kong, and Taiwan. Directly managed the East China, Hong Kong, and Taiwan markets while leading two team members covering North and South China, effectively orchestrating regional technical support and pre-sales resources.
- **Core Product Localization:** Championed the localization planning and Chinese solution framework development for core product lines, including the UIP (Unified IP Contact Center), ALM (Advanced List Management), and WFM (Workforce Management) platforms.
- **Full-Lifecycle Pre-sales Enablement:** Directed the end-to-end bidding process, POC validation, and technical solution delivery for key projects. Deeply engaged in marketing events and consistently produced high-quality competitive analysis reports, strongly empowering the sales team to meet revenue targets.
- **Flagship Project Delivery:** Successfully spearheaded the delivery of heavyweight projects, including: **Mercedes-Benz** (Cross-channel Customer Engagement Center), **Paipaidai** (Smart Collection & Customer Service Bot), and **Daikin** (Intelligent Speech Analytics & VOC Platform).

Interactive Intelligence | Shanghai

(Global CCaaS Pioneer & Leader, subsequently acquired by Genesys)

Pre-sales Technical Support | *2008.04 - 2012.03*

- **Core Product & Channel Support:** Handled comprehensive pre-sales support for the Greater China region, focusing on the CIC (Customer Interaction Center) unified communications platform. Empowered and trained local partners, supporting key project bids and market expansion activities.
- **Solution Localization & Market Insight:** Led the localization of comprehensive solutions. Periodically published and updated competitive analyses, product whitepapers, and solution briefs to maintain competitive advantage in the local market.
- **Key Project Execution:** Successfully supported and delivered benchmark projects for key clients, including **China Telecom Technology Development Co.** (BPO Private Cloud Contact Center) and **Shanghai Pudong Development (SPD) Bank** (Smart Voice & SMS Collection Platform).

🛫 Key Project Experience

Fidelity | Smart Compliance Communication Record Platform

Role: Core Solution Expert / AI Architect | *[2024.10 - 2025.09]*

- **Background:** Addressed the stringent financial compliance and regulatory pressures faced by a top-tier global asset management institution. Overcame the bottleneck of traditional manual spot-checking (only 1%-3% coverage) which failed to meet "traceability" requirements, resolving the high-risk issue of undetected, implicit non-compliant sales scripts.

- **Architecture & Implementation:** Architected and deployed a comprehensive smart compliance analysis system powered by Large Language Models (LLM) and cutting-edge NLP technology, building a "Voice + Text" dual-modal risk control defense line:

  - **Multi-Modal Data Processing & Diarization:** Deployed high-precision speaker diarization technology to accurately separate "Financial Advisor" and "Client" audio tracks in lengthy recordings. This ensured compliance audit rules were applied strictly to the advisor, completely eliminating false positives.

  - **Deep Semantic & Risk Mining:** Custom-developed a financial-domain Named Entity Recognition (NER) model to precisely extract sensitive entities such as fund codes and guaranteed return promises. Integrated affective computing (sentiment analysis) and keyword clustering to automatically capture sudden shifts in client dissatisfaction, correlating contextual data to identify manipulative sales tactics or insufficient risk disclosure.

  - **LLM Auto-Summarization:** Utilized generative large models to build an auto-summarization feature, automatically reconstructing lengthy and complex conversations into structured, core compliance summaries.

- **Business Impact:** Achieved 100% automated quality management for communication records, creating an exponential leap in audit coverage. Empowered compliance officers to review a 30-minute recording in just 30 seconds (a 500%+ increase in audit efficiency). The system successfully passed multiple rigorous internal and external audits, drastically mitigating the enterprise's operational compliance risks.

FedEx | Omnichannel Smart Contact Center & Operation Analysis System

Role: Core Consulting / Solution Expert | *[2023.05 - 2023.10]*

- **Background:** Tackled the challenges faced by the global logistics giant's massive customer service team, including fragmented data across omnichannel touchpoints (Voice, Email, Chat) and inconsistent service quality measurement. Resolved the business bottleneck where traditional scheduling severely lagged behind actual call volume fluctuations, leading to inflated operational costs.

- **Architecture & Implementation:** Architected an integrated digital operations platform combining Smart Workforce Management (WFM), Speech Analytics (SA), and Omnichannel Routing, achieving end-to-end data-driven AI empowerment:

  - **Omnichannel Data Lake & Tracking:** Broke down data silos across heterogeneous systems (CTI, Email, Live Chat) to establish a unified interaction data layer, enabling precise tracking of the entire service lifecycle for a single waybill.

  - **AI-Driven Predictive Scheduling:** Introduced machine learning and data mining algorithms to perform highly accurate multi-skill call volume forecasting—incorporating historical data, promotional calendars, and external factors (e.g., weather)—enabling minute-level, granular workforce allocation.

- **Process Automation & Self-Service Deflection:** Deeply analyzed high-frequency, low-value interactions (e.g., standard tracking inquiries) and introduced smart self-service bots, successfully deflecting 30% of standard requests. Leveraged Speech Analytics to accurately pinpoint the root causes of "long silences" and "repeat calls," reversely optimizing IVR routing and business workflows.
- **Business Impact:** Successfully boosted the client's First Contact Resolution (FCR) by 15% and reduced Average Handle Time (AHT) by 10%. Significantly compressed human operational costs and elevated overall efficiency, all while strictly adhering to Service Level Agreements (SLAs).

Mercedes-Benz | Cross-channel Customer Engagement Center (CEC)

Role: Chief Architecture Consultant / Solution Architect | *[2018.07 - 2018.12]*

- **Background:** Empowered the luxury automotive brand to transition its traditional after-sales call center into a proactive Customer Engagement Center (CEC). Addressed the business challenge of highly fragmented customer interaction data and passive service models that failed to meet the premium experience expectations of high-end clientele.
- **Architecture & Implementation:** Led the end-to-end architectural design of the CEC platform, bridging cross-channel data to build a 360-degree customer lifecycle view and Customer Journey Map:
  - **Data Fusion & Unified ID:** Deeply integrated heterogeneous data sources across 400 hotlines, WeChat Service Accounts, connected car systems (Mercedes me), and mobile apps, designing and implementing a Unified ID mechanism for customer identification.
  - **Data-Driven Proactive Service Triggering:** Built a dynamic early-warning model based on data analytics and business logic (e.g., vehicle fault codes, maintenance cycles). Enabled the system to automatically trigger outbound calls to exclusive concierges, shifting the service paradigm from "passive waiting" to "proactive care."
  - **NLP-Based VOC Insight Matrix:** Applied advanced text mining and Natural Language Processing (NLP) to perform deep semantic extraction and sentiment analysis on massive unstructured customer feedback (covering new vehicle features, after-sales attitude, etc.). Generated visual data dashboards to directly empower product R&D and after-sales training departments.
- **Business Impact:** Successfully established a comprehensive customer data platform. Leveraged high-precision interaction analytics to accurately capture latent customer needs, resulting in a substantial increase in Net Promoter Score (NPS) and brand loyalty, while effectively driving secondary revenue conversion in after-sales services.

Shanghai Pudong Development (SPD) Bank | Smart Voice & SMS Collection Platform

Role: Senior Technical Consultant / AI Solution Expert | *[2013.01 - 2013.06]*

- **Background:** Addressed the high-frequency, high-concurrency traditional manual debt collection scenarios in the banking sector. Resolved the pain points of exorbitant labor costs, the inability to monitor non-compliant scripts in real-time, and the resulting severe financial regulatory risks.
- **Architecture & Implementation:** Planned and deployed a closed-loop AI business architecture featuring

"VoiceBots + 100% Smart Quality Assurance":

- **AI VoiceBot Deployment:** Introduced and fine-tuned intelligent conversational voice bots tailored for standardized, early-stage collection scenarios, achieving high-concurrency, human-like automated outreach.
- **Real-time Compliance Risk Monitoring:** Architected and launched a real-time smart QA system. Utilized Automatic Speech Recognition (ASR) and Natural Language Understanding (NLU) to monitor manipulative or aggressive non-compliant language in milliseconds, triggering real-time alerts and manual intervention protocols.

- **Business Impact:** The smart bots successfully deflected and handled over 30% of early-stage collection workloads, massively freeing up human agent resources. Simultaneously, the 100% compliance QA defense line effectively mitigated potential litigation and regulatory penalty risks, perfectly achieving the bank's dual core objectives of "cost reduction and efficiency enhancement" alongside "comprehensive compliance."

🎓 Education

- **Bachelor of Engineering in Communication Engineering**

  Shanghai University | 1999.09 - 2003.06

🌐 Languages & Additional Info

- **Languages:** Business and Technical Fluent in English. Fully competent in all-English working environments; highly capable of independently writing technical proposals, delivering executive-level pitches, and managing complex bidding presentations in English.
- **Hobbies:** Cutting-edge AI exploration, Go (Weiqi), Snooker, Home-brewing Coffee, In-depth Reading, Movies and writing film reviews.