Qiao Yanke

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Self-evaluation

- ◆ Senior Algorithm Engineer with 10+ years of experience leading successful data mining and AI projects across finance, energy, and customer service.
- ◆ Skilled in machine learning, deep learning, LLM, and big data frameworks (Python, PyTorch, Spark).
- ◆ Passionate about leveraging new technologies to solve complex business problems.

Working Experience

- ◆ 2019.03-Now   **Ping An Technology Company**   **Senior Algorithm Engineer**
  - Designed and implemented recommendation models for more than 100 million customers from multiple Business Units
    - Built models (XGBoost +Wide and Deep) to predict customer preferences for life insurance, increased customer purchase rate by 10%.
    - Empowered recommendation models with general capabilities of LLMs. Leveraged LLMs to generate recommendation embeddings, integrated with tradition recommendation models, result in a 10% increase in customer SMS click-through rate and a 6% improvement in customers' answering rate
  - Led to build an Classification and Evaluation models for Customer Service Outbound Call Scripts
    - Processed more than 1 million customer service conversation scripts
    - Built fine-tuned LLMs(e.g. Bert and ChatGLM-6b) for customer objection sentence recognition, objection type classification, and evaluation of customer service representatives, increased efficiency by 200%, accuracy score: 80%
  - Led to build a Financial Knowledge Base Question Answering System using LLM plus RAG
    - Processed nearly 20,000 PDF files of annual financial reports from listed companies
    - Fine-tuned LLMs for question classification, intent recognition, and NL2SQL conversion
    - Implemented a retrieval system to generate answers based on question classification and keywords, answer accuracy score: 90%

- ◆ 2017.12-2019.03   **Pudong Development Bank Credit Card Center**   **Senior Algorithm Engineer**
  - Led end-to-end development of credit card risk behavior recognition system. Collaborated with business teams to gather requirements, refine domain models, and extract features from multidimensional data.
  - Led to build Credit Card Churning model, achieved accuracy 69%.
  - Improved credit risk assessment with the Credit Card Overdue forecast model, reaching accuracy 84%.
  - Let to build a model that achieved 95% accuracy in predicting payment risks held by Ant Group, earned a top 10 ranking (8th place) in the Risk Competition.

- ◆ 2011.07-2017.11   **Envision Energy Data Product Department**   **Data Mining Engineer**
  - Led development of Grid Power Load Forecasting system for Hong Kong China Light and Power (CLP), achieving over 99% accuracy for 24-hour predictions.
  - Spearheaded Household Electricity Consumption Decomposition project, achieving over 80% accuracy in equipment-level power disaggregation.
  - Designed and implemented Photovoltaic Plant Power Generation Capacity Forecast system, achieved 90% accuracy.
  - Effectively communicated and delivered over 10 comprehensive Photovoltaic Plant power reports to clients.

Education Background

- ◆ 2008.9—2011.8   **Shanghai Jiao Tong University**   Biomedical Engineering   **Master**
- ◆ 2004.9—2008.6   **Zhengzhou University**   Biomedical Engineering   **Bachelor**