

Yanzhi Yao

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WORK EXPERIENCE

We Link Technology LLC

San Jose, California, USA

AI Software Engineer

Sep 2023 – Jan 2025

Designed cutting-edge AI applications for a Fortune 500 Elevator Company

AI Sales & Service Assistant – “JuTong” (for KONE Inc., a Fortune 500 Elevator Company)

- Led the design and development of an AI-powered sales and service assistant, integrating **GPT-4o** to deliver domain-specific recommendations, automate diagnostics, and enhance customer engagement.
- Increased sales team efficiency by ~30% and delivered **\$5M cost savings** through reduced manual effort.
- Built backend using **Python and Flask** and containerized with Docker and deployed on **AWS EC2**.
- Implemented **Retrieval-Augmented Generation (RAG)** with 500MB of structured sales document embeddings, significantly increasing customer query accuracy and reducing model hallucinations.
- Fine-tuned response quality using relevant internal documentation as grounding and client's feedback.

AI Elevator Emergency Call Center Platform

- Built a real-time AI emergency response platform with **Twilio** for elevator entrapment situations from scratch.
- Designed and implemented a system that engages directly with trapped passengers via an OpenAI real-time AI assistant, continuously relaying vital information to service engineers in real time.
- Achieved 30% faster emergency intervention times and enhanced **24/7** support capabilities.
- Improved response quality by fine-tuning the model on internal SOPs and post-incident review data, raising grounded accuracy from 80% to 90% and reducing overall support escalations by 50%.
- Implemented system redundancy and fault tolerance using **Azure AI Services**
 - Integrated Speech-to-Text (STT) and Text-to-Speech (TTS) pipelines for seamless voice-enabled interaction.
 - Deployed **GPT-4o** as a fallback model to maintain uninterrupted interactions during system failures.

JTANG Consulting Inc

Vancouver, BC, Canada

ERP System Software Engineer & Functional Consultant

Jan 2025 – Present

Led ERP customizations, cloud migration, and functional support for healthcare and retailer clients.

- Developed the customizations of **Microsoft Dynamics 365 Business Central** for 10+ suppliers, streamlining warehouse & retailer workflows, improved operational efficiency by 30% and reduced inventory errors by 50%.
- Delivered end-to-end migration of a medical supplier's legacy ERP system to the new Azure cloud base ERP system, including full **MySQL**-based data migration and system upgrade; ensured **99.9%** uptime post-launch.
- Provided Tier-2 functional support for Business Central, resolving **50+** tickets across access, procurement, and configuration, and delivering requirements-driven customizations; maintained high user satisfaction.

UC San Diego, SOC Lab

San Diego, California, USA

Research Assistant

June 2022 – Sep 2022

Contributed to cutting-edge research on autonomous vehicle traffic control strategies.

- Developed AI-based traffic control system in Python, improving simulation efficiency by 20%.
- Built real-time simulation with parameter plots, validating 15% faster traffic flow stabilization.
- Designed and deployed Flask web app to showcase highway mixed traffic control strategies.

EDUCATION

University of California, San Diego

San Diego, California, USA

MSc in Machine Learning & Data Science, GPA: 3.6 / 4.0

Sep 2021 – Mar 2023

Cardiff University

Cardiff, UK

BSc in Computer Science GPA: 4.0 / 4.0 (First Honor)

Sep 2019 - June 2021

AWARDS & HONORS

Silver Award for 6th China College Students' 'Internet Plus' Innovative Competition. 2020

National Project Approval for Development and Promotion of Lizi Visitor Platform Based on SaaS Mode. 2019

Excellent Award and the most Popular Award for 2019 Microsoft "Imagine Cup" Competition. 2019