

# Soohyun Park

Software Developer



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## Experience

### KT, Seoul, Korea — Software Engineer

Jul 2019 - Present

- Back-End Developer**  
Developed and maintained RESTful APIs for seamless communication between front-end and database.  
Experienced in working with SQL databases for data storage and retrieval.
- Technical Architect**  
Managed server infrastructure for both KT internal and B2B client environments, demonstrating technical leadership.  
Proactively addressed issues and efficiently resolved them to maximize operational efficiency.  
Contributed expertise in cloud technologies and infrastructure deployment to projects.
- DevOps Engineer**  
Implemented automated CI/CD pipelines for efficient software deployment.

## SKILLS

Java (Springboot)  
Javascript (React.js, Vue.js)  
Python (Django, Flask)  
SQL (MySQL, PostgreSQL, MariaDB, MongoDB)  
Tensorflow, Pytorch  
Docker, Kubernetes  
AWS, Azure  
Git, Jenkins

## LANGUAGES

English  
Advanced

## EDUCATION

### SungKyunKwan University, Global Business — Bachelor

Mar 2015 - Jul 2019

### SungKyunKwan University, Computer Science — Bachelor

Mar 2015 - Jul 2019

- Samsung Convergence Software Course

## PROJECTS

### **(Feb 2023 – Present) Advanced development of voicebots for AI customer service centers.**

- Developed adapter structures to accommodate various AI models for customer speech inference.
- Redesigned the overall structure of the existing voicebot source code in order to enhance reliability and maintainability.
- Delivered to Shinhan Bank, Shinhan Card, Jeju Bank, Shinhan Investment & Securities.

### **(Oct 2022 – Feb 2023) Designed and developed an MLOps platform for various AI models including STT, TTS, and NLP.**

- Designed and developed an MLOps platform to construct training datasets for multiple AI models such as STT, TTS, and NLP and to validate and deploy these models.
- Designed the platform to allow the addition of training, validation, and deployment functionality for new AI models in a plugin-based architecture.
- Delivered to Hana Bank, Hana Card and Korea Investment & Securities.

### **(Feb 2020 – May 2023) Developed and operated AI voicebot for customer service center.**

- Developed a voicebot engine to handle legacy tasks at the telecom customer service center.
- Created an administrator interface for defining legacy tasks in a simple flowchart-like manner.
- Developed an administrator interface for managing training data for various AI models and for training and deploying models.
- Currently being serviced in KT 100 customer service center.

### **(Jul 2019 – Feb 2020) Built an AI chatbot engine and MLOps platform for chatbots**

- Created chatbots using MRC QA technology and Solr search engine.
- Developed an MLOps platform for building training dataset, training chatbot MRC models and deploying models with the best accuracy.
- Added functionality to extract text from PDFs to facilitate easy

construction of QA training data.

- Work that took 30 days to build 500 learning data was reduced to 3 days.
- (2020) PoC for Daegu Bank Chatbot service.

## **PUBLICATIONS**

**(2023) The Voice of Risk: Wall Street CEOs' Vocal Masculinity and the 2008 Financial Crisis.**

**(2019) The Face of Risk: CEO Facial Masculinity and Firm Risk. EUROPEAN FINANCIAL MANAGEMENT.**