

SOH WEI YU

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PROFESSIONAL EXPERIENCE

Computer Guys, Singapore

(August 2024 – Sep 2024)

AI Software Engineer

- Developed AI Tech Support Chatbot Agent automating 20% of support workload
- Developing AI Tech Support Call Assistant platform for automated support documentation and solution recommendations, targeting 50% reduction in manual tasks.

ProcoLink, Singapore

(May 2024 – August 2024)

Founding AI Software Engineer

- Developed and launched the industry's first [AI-driven call center solution](#), revolutionizing customer support efficiency and experience by handling 70% of tasks and maintaining a 95% satisfaction
- Selected by NYP for startup feature and demonstrated AI solutions to MOE.
- Tailored AI solutions to meet the unique needs of companies serving over 200+ corporate clients
- Designed and developed AI-driven systems and APIs, customized 10 AI models, created 20 high-fidelity mockups, conducted onsite client visits in Kuala Lumpur Malaysia, and collaborated with a diverse team to ensure seamless solution delivery.

Ernst & Young, Singapore

(May 2023 – Sep 2023)

AI Software Engineer Intern

- Developed an AI application with four models to achieve 90% accuracy in client profiling for accountancy reporting and filing. This solution was successfully adopted by the tax department, resulting in an 80% reduction in manual processing time and a 30% boost in operational efficiency.
- Incorporated ChatGPT and Azure OpenAI into internal tools, increasing efficiency by 20% and improving overall operational performance.
- Developed multiple automation flows, reducing the need for manual intervention by 70% and cutting processing time by 50%, significantly enhancing operational efficiency.
- Developed and refined comprehensive front-end and back-end solutions using C#, improving functionality and user experience of internal tools by 40%, leading to a 25% increase in user satisfaction and productivity.
- Received 2 recommendation letters from associate directors, highlighting exceptional performance and impactful contributions.

National Youth Council, Singapore

(Mar 2023 – May 2023)

Automation Engineer

- Designed and implemented an automation solution to enhance the event planning team's processes by 80%, streamlining operations and increasing productivity.
- Conducted comprehensive testing to validate functionalities, achieving a 90% success rate in deployment readiness, ensuring robust and reliable solutions.
- Collaborated closely with clients on-site to gather and understand their needs, adapting solutions to meet their specific requirements. This approach resulted in a 60% increase in client satisfaction and a 40% reduction in project turnaround time.
- Received a recommendation letter from my supervisor, recognizing exceptional performance and impactful contributions to the project.

EDUCATION

Singapore Institute of Technology

Bachelor of Science with Honours in Applied Computing with a specialisation in Fintech

(Aug 2026 – Aug 2029)

Nanyang Polytechnic

Diploma in Business and Financial Technology

(Apr 2021 – Apr 2024)

SELECTED WORKS

EcoThreads - AI Full Stack Mobile Marketplace Application

- Application for eco-friendly clothing marketplace featuring a Stripe API-integrated E-Wallet and AI-powered admin insights. Project achieved a Top 5% ranking.

Axiom - Marketing Automation Solution

- Design and developed an automation solution that automates sending targeted marketing emails based on real-time website data
- Implemented AI-driven personalization for promotional emails, dynamically adjusting content based on customer preferences and past purchases.