

Online Recommender Systems: Is the Juice Worth the Squeeze?

Keynote

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Abstract

Online recommender systems are increasingly prevalent given their ability to adapt to the customer's needs in real time. Nonetheless, they come with additional costs (computation, operational) and complexity (infrastructure). In this keynote, we explore when it makes sense to use an online recommender and when a batch recommender is good enough. Then, to better understand the differentiating strengths of online recommenders, we share three systems at Amazon Books that play to these strengths, high-level results, and lessons from making them work in the field.


Speaker biography

Eugene Yan is a Senior Applied Scientist at Amazon where he builds machine learning and recommender systems. His interests lie in applying machine learning to industrial systems that serve customers at scale. His current work at Amazon focuses on session-based candidate retrieval, bandit-based ranking, and recommendations in search. Previously, he led the data science teams at Lazada (acquired by Alibaba) and uCare.ai (Series A healthtech).

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