

Detail-oriented and resourceful graduate with a B.S. in Data Science and Analytics (Honors) from NUS seeking new opportunities. 4 years of experience in Python, Tableau and SQL. 2 years of experience in building Large Language Model (LLM) applications for addressing business needs.

## WORK EXPERIENCE

### Data Analyst Cybersprout Pte Ltd

05/2024 - 05/2025 Singapore

*A consulting firm for Japanese e-commerce clients.*

#### Achievements/Tasks

- Led the development of building a customer support chatbot using Retrieval-Augmented Generation (RAG) which takes advantage of the existing knowledge bases to provide instant and accurate answers.
- Built an in-house e-commerce ticketing tool using LLMs that translates, categorises and replies customer support tickets for our clients. Achieved significant cost and time savings for the existing customer support teams.
- Identified sales trends on hundreds of thousands of orders made annually to generate reports and visualizations for marketing team to plan their sales campaigns.

### Machine Learning (ML) Engineer Yanzi Technology

01/2022 - 04/2024 Shanghai, China

*A semiconductor equipment manufacturer with expertise in the field of chemical thin film deposition technology.*

#### Achievements/Tasks

- Delivered 6 figures (Yuan) in annual cost savings to the engineering team through analyzing and proposing the optimal predictive maintenance cycle for imaging detection equipment using Tensorflow.
- Initiated the fine-tuning of a LLM using h2oGPT to fulfill the needs of clients for running their models offline and on-premise.
- Tested and evaluated different Machine Learning Operations (MLOps) platforms to streamline the ML workflows within the company. Submitted a written report with recommendations for senior management to drive productivity and collaboration between teams.

## EDUCATION

### BS in Data Science and Analytics (Hons) National University of Singapore

08/2017 - 07/2021

#### Courses

- Machine Learning
- Statistical Learning
- Data Visualization
- Text/Image Analytics and Web Scraping

## SKILLS

Python

LlamaIndex

Ollama

SQL

Pandas/Numpy/Tensorflow

Tableau

R

Web Scraping

Team Player

Meticulous

## PERSONAL PROJECTS

### Kantar Hackathon on Thailand Beverage Dataset (08/2019 - 11/2019)

- Dataset obtained from Kantar with 398,912 transactions and 35 features.
- Applied RFM modelling, Market Basket Analysis, Decision Trees and Recommender Systems using R.
- Predicted revenue increase of 5% for our client using our recommendations.

### Comparative Study of Supervised Learning Methods for Credit Card Fraud Detection (08/2018 - 11/2018)

- Dataset obtained from Kaggle with 284,807 transactions and 30 features.
- Applied k Nearest Neighbours, Random Forest, Multi Layer Perceptron, Decision Tree, Logistic Regression, Naive Bayes and Single Layer Perceptron using Python (scikit-learn, imblearn).
- k Nearest Neighbours performed the best with the highest F-beta score.

## CERTIFICATES

### Data Visualization with ggplot2 in R (DataCamp) (08/2018 - 09/2018)

## LANGUAGES

English

*Native or Bilingual Proficiency*

Mandarin Chinese

*Native or Bilingual Proficiency*

## INTERESTS

Artificial Intelligence

Traveling

Vertical Marathons

Badminton