PinShan - Chuang

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WORK EXPERIENCE

Wistron Corporation   Taipei, Taiwan
AI & Machine Learning Engineer / Senior Engineer   July 2022 - March 2025

- **Smart guide repair system** - A **domain-specific chatbot** platform to enhance repair efficiency in manufacturing environments.
  - Designed and implemented a backend powered by **RAG** architecture, integrating **LangChain**, **LLMs**, **Azure AI Services**, and **FastAPI** to enable intelligent retrieval and response generation.
  - Built a user-friendly **knowledge management system**, including documents and videos, for easy updates and management of chatbot knowledge.
  - Improved **70%** in new employee troubleshooting efficiency and increased overall UPPD (Units Per Production Day) by **9%**.
- **Resume recommendation system** - Assists HR and managers in identifying top talent
  - Built an NLP-based system that leverages **machine learning** models to recommend top candidates by analyzing public resumes and job description.
- **Telemetry alert system** - A predictive and analytical system for laptop issue detection.
  - Conducted large-scale data **ETL** and processing using **Azure Databricks**, analyzing over 20 billion telemetry data points.
  - Improved **70%** in debugging efficiency, resulting in annual cost savings of **US$1.2 million**.

Foxconn Technology Group   Taipei, Taiwan
Machine Learning Engineer   Dec 2020 - May 2022

- **Production efficiency monitoring system** - Visualized production data to help supervisors and engineers optimize machine utilization
  - Using Python to aggregate data from multiple machines for OEE estimation.
  - Developed and managed the backend of a production efficiency monitoring system.
- **Industry 4.0 Solutions**
  - Customized a **tree-based optimization algorithm** to predict product molding parameters, accelerating development speed by **75%**.
  - Established an intelligent dashboard that enhanced operational insights by integrating real-time data analytics with monitoring and decision support capabilities.
- **GUI Applications**
  - Developed interactive data visualization and automated reporting tools using MySQL and PyQt, reducing manual work by 50% and significantly improving accuracy and efficiency.

IQVIA Solutions Taiwan Ltd   Taipei, Taiwan
Intern   Oct 2017 - Feb 2019

- Provided data insights and prepared strategic reports to support pharmaceutical market analysis.

EDUCATION

National Yang Ming University   Taipei, Taiwan
M.S. in Biostatistics and Data Science   Sep 2018 - Aug 2020
Fu Jen Catholic University   Taipei, Taiwan
B.S. in Statistics and Information Science   Sep 2014 - Jul 2018

HONOR

- Wistron 2024 Excellent Digital Transformation Project Award
- Wistron 2023 Excellent Digital Transformation Project Award
- Dell 2023 Outstanding Leadership & Execution Award
- 2020 Data Innovation and Creativity Contest: Technical Excellence, Innovation Commercialization

SKILLS

- **Programming:** Python, R, SQL, SAS, SPSS
- **Data Analysis:** ETL, Statistical Modeling, PowerBI
- **AI/ML:** LLM, LangChain, NLP, Machine learning, PyTorch, TensorFlow
- **Cloud/Deployment:** Azure, GCP, Git, FastAPI
- **Certificate:** SAS Certified Specialist - Base Programming