

# Shang Gao

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Github: <https://github.com/iamshang1/Projects>

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## **Oak Ridge National Laboratory – Research Intern, Oak Ridge, TN**

**Jan 2017 – Aug 2017**

- Applied deep learning models (convolutional neural networks and hierarchical attention networks) to classify cancer pathology reports for the National Cancer Institute.
- Designed and implemented Python API to manage scientific-scale dataset transfers using Globus and the CKAN framework
- Implemented deep learning pipeline to automate parameter search and optimization for deep learning models on Oak Ridge supercompute clusters

## **University of Georgia – Graduate Research Assistant, Athens GA**

**Aug 2016 – Present**

- Work with interdisciplinary team on human activity recognition project that attempts to classify activity type based on hip-worn accelerometer device.
- Clean and preprocess raw data from accelerometer devices and apply various machine learning techniques including random forests, XGBoost, and LSTM recurrent networks to classify data into buckets of activities.

## **Noble Systems – Technical Writer, Atlanta GA**

**Mar 2012 – Jul 2016**

- Produce customer-facing online training for a wide range of contact center products, including campaign management software, IVR scripting interfaces, and more.
- Maintain and develop structure, templates, procedures, and single-sourcing guidelines for internal, VAR, and customer knowledge bases—content includes detailed technical specifications on how products function, connectivity information for clients, troubleshooting procedures for common issues, database reference tables, and best practices for configuring and using products.
- Work with Engineering, Development, and Support teams to produce troubleshooting and configuration guides for internal and customer use.
- Administrate content posted to internal knowledge base, customer knowledge base, and Noble University elearning website.
- Troubleshoot all technical problems related to internal and customer knowledge bases, including issues with HTML/CSS formatting, Team Foundation Server version control, and nightly auto-build and publishing process.

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## **M.S. Artificial Intelligence – University of Georgia c/o 2018**

- Masters of Science in Artificial Intelligence
- Recipient of UGA's Graduate School Research Assistantship

## **B.S. Economics – Duke University c/o 2009**

- Major in Economics, minor in Film, second minor in Markets and Management.

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## **Notable Awards and Achievements**

- 2016 Submitted patent for Utilizing Predictive Models to Improve Predictive Dialer Pacing Capabilities
- 2015 Submitted patent for Live Call Debugging and Monitoring Tool for an Interactive Voice Response Unit
- 2014 Led design, development, and deployment of [www.innerquestchurch.org](http://www.innerquestchurch.org) website
- 2012 Pinnacle Promotions January Honorable Mention for Outstanding Employee
- 2011 Pinnacle Promotions Outstanding Teamwork Award
- 2009 William J Griffith University Service Award for Outstanding Contributions to the Duke Community
- 2009 Duke Student Affairs Distinguished Leadership and Service Award for Expanding the Boundaries of Learning
- 2009 Hal Kammerer Memorial Award for Outstanding Film and Video Production

## **Programming Languages and Skills**

- My preferred language is Python. I am familiar with Numpy, Pandas, SciKitLearn, Theano, TensorFlow, and PySpark.
- I can also do work in Linux, HTML, CSS, SQL, Java, Matlab, and R.
- I can speak conversational Chinese.