Shang Gao

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

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University of Georgia – Graduate Research Assistant, Athens GA **August 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 **March 2012 – July 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.

Additional Coursework and Projects (see https://github.com/iamshang1/Projects for code samples)

- 2016 Coursera Natural Language Processing (Jurafsky, Manning)
- 2016 Coursera Neural Networks for Machine Learning (Hinton)
- 2016 Stanford Statistical Learning (Hastie, Tibshirani)
- 2015 Building Machine Learning Systems in Python (Coelho, Richert)
- 2015 Coursera Machine Learning (Ng)
- 2015 MIT OpenCourseWare Artificial Intelligence (Winston)

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Notable Awards and Achievements

- 2016 Submitted patent for Neural Networks for Predicting Call Pacing Hit Ratio
- 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 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.