

EMILY CHEN

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SUMMARY

Data Scientist with 5+ years of experience applying statistical modeling, machine learning, and data mining to deliver actionable business insights. Specialized in natural language processing and predictive analytics with a proven track record of implementing solutions that drive revenue growth and operational efficiency.

TECHNICAL SKILLS

- **Languages/Tools:** Python, R, SQL, Scala, Spark, TensorFlow, PyTorch, Keras
- **Data Visualization:** Tableau, PowerBI, Matplotlib, ggplot2, D3.js
- **Big Data:** Hadoop, Hive, Spark, AWS EMR, Google BigQuery
- **Cloud Platforms:** AWS, GCP, Azure
- **Statistical Analysis:** Regression, Classification, Clustering, Time Series Analysis

PROFESSIONAL EXPERIENCE

DATA SCIENTIST

Insight Analytics, Inc. | June 2020 - Present

- Developed a customer churn prediction model achieving 87% accuracy, resulting in 25% reduction in customer attrition
- Designed and implemented NLP algorithms to analyze customer feedback, identifying key satisfaction drivers
- Created automated data pipelines using Airflow, reducing reporting time by 60%
- Collaborated with product teams to integrate predictive features into SaaS platform
- Mentored junior data scientists and interns on best practices in model development and deployment

DATA ANALYST

TechVision Partners | January 2018 - May 2020

- Performed exploratory data analysis to identify market trends and customer behavior patterns
- Built interactive dashboards in Tableau to visualize key performance metrics
- Conducted A/B testing on website features, increasing conversion rates by 18%
- Developed SQL queries to extract and analyze data from multiple databases
- Presented findings and recommendations to executive leadership monthly

RESEARCH ASSISTANT

University of California, Berkeley | August 2016 - December 2017

- Assisted in developing algorithms for natural language understanding research
- Collected and preprocessed large text datasets for model training
- Implemented experimental machine learning models using TensorFlow
- Co-authored two research papers published in computational linguistics journals

EDUCATION

Master of Science in Computer Science, Specialization in Machine Learning University of California, Berkeley | 2018

Bachelor of Science in Statistics University of Washington | 2016

CERTIFICATIONS

- AWS Certified Data Analytics - Specialty
- Google Professional Data Engineer
- IBM Data Science Professional Certificate
- DeepLearning.AI TensorFlow Developer

PROJECTS

Sentiment Analysis Engine

- Built an end-to-end sentiment analysis system for product reviews using BERT
- Achieved 92% accuracy on benchmark datasets
- Deployed as a microservice with containerization using Docker

Predictive Maintenance System

- Developed an IoT-based system to predict equipment failures using time-series data
- Implemented random forest and LSTM models for anomaly detection
- Reduced unplanned downtime by 35% in pilot deployment

LANGUAGES

- English (Native)
- Mandarin Chinese (Fluent)
- Spanish (Intermediate)