

HANK YEN

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EDUCATION BACKGROUND

California State University, Long Beach

Master of Science in Computer Science

Long Beach, CA

08/2021 – 06/2023

National Taipei University of Education

Bachelor of Science in Computer Science

Taipei, Taiwan

09/2016 – 06/2020

TECHNICAL SKILLS

Tools: Bootstrap, jQuery, React.js, Flask, REST API, Matplotlib, Spark NLP, Voice-To-Text, RNN, LSTM, CNN, BERT, GPT, LangChain, Hugging Face, Transformers, TensorFlow, Keras, PyTorch, Scikit-Learn, Numpy, Pandas, OpenCV, OpenPose, GitHub, JUnit.

Languages: HTML, CSS, JavaScript, Python, Java, C++, SQL, VBA.

WORK EXPERIENCE

Medical Home Center

Chief AI Officer – Full Time

Westminster, CA

07/2023 – Present

- Strategically aligned AI initiatives with business objectives, effectively integrating AI across projects to drive innovation, efficiency, and competitive advantage.
- Spearheaded the integration of an AI chatbot onto the company's website, simplifying user engagement by delivering personalized assistance and enriching visitor experiences.
- Pioneered AI-powered data visualization tools, enabling data-driven decision-making and fostering effective business strategies through insightful analysis.
- Led the advanced implementation of ChatGPT organization-wide, enhancing workflow efficiency and providing rapid access to accurate information for all employees.

CTBC Bank Co., Ltd.

Software Developer - Intern

Taipei city, Taiwan

02/2020 – 06/2020

- Worked on Robotic Process Automation (RPA) projects, orchestrating end-to-end development, deployment, and management of software robots, resulting in heightened productivity, substantial cost savings, and enhanced business processes.

Control Technology Co., Ltd.

Software Developer - Intern

Tainan city, Taiwan

07/2019 – 08/2019

- Engineered tailored LabVIEW virtual instruments with graphical interfaces, overseeing hardware control, program execution, and result display; executed precise debugging, tests, and analysis to optimize system performance and functionality.

PROJECTS

LangChain ChatBot Application

2023

- Developed a sophisticated chatbot leveraging OpenAI's advanced language models and LangChain library. Engineered customizable responses using custom datasets. Deployed the model to Flask and created RESTful API.

BERT Text Intent Classification

2023

- Developed an intent classification model using pre-trained BERT from Transformers. Preprocessed textual data using PyTorch and Pandas. Fine-Tuned neural network architecture with PyTorch optimizer in training. Utilized Matplotlib to visualize training convergence and performance. Integrated the trained model for real-time intent prediction.

LSTM Audio Emotion Classification

2023

- Developed a LSTM-driven audio emotion analysis solution. Utilized Seaborn and Matplotlib for waveform visualizations, spectrogram creation, and label encoding. Implemented architecture using TensorFlow, Keras, LSTM, and CNN layers. Trained model with customized MFCCs features. Implemented trained model to real-world audio data for further integration.

CNN Image Classification

2022

- Employed TensorFlow Datasets to load and preprocess image dataset, and developed a CNN architecture. Implemented dynamic learning rate scheduling, blending Decay Rate and optimizer. Evaluated model performance with impactful visualizations that trace training history, providing insights for model refinement process.

Search Engine Application

2022

- Engineered a robust search system using Java and advanced OOP principles. Integrated SQL database to optimize data management. Implemented comprehensive JUnit unit tests to establish a foundation of reliability. Applied advanced text preprocessing techniques, including stemming and stop words, elevating search accuracy performance with a focus suitable for user experience.