

HANK YEN

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CAREER OBJECTIVE

A highly motivated and technically proficient computer scientist with a **Master's degree in Computer Science**, I am seeking a challenging role as a **Machine Learning Engineer**. With extensive experience in machine learning model development and optimization, along with responsible **Leadership** skills gained as a team leader, I am eager to leverage my expertise to drive innovation in machine learning engineering. I am open to relocation and available to commence work with a two-week notice period.

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

WORK EXPERIENCE

Medical Home Center

Machine Learning Engineer – Full Time

Westminster, CA

07/2023 – Present

- Led the development and optimization of machine learning models for various applications, including employee attrition prediction and customer churn prevention, utilizing Python, TensorFlow, PyTorch, and Scikit-Learn.
- Managed the implementation of AI-driven solutions, such as the RAG ChatBot application, resulting in significant improvements in customer engagement and operational efficiency.
- Collaborated with cross-functional teams to establish and lead an AI product team, focusing on AI model performance optimization, natural language processing (NLP), and algorithmic engineering.

Remotasks - Scale AI

Data Scientist – Contract

Remote, CA

01/2024 – 07/2024

- Collaborated with organizations in training large language models, specializing in fine-tuning large language models to enhance performance and accuracy, contributing to cutting-edge advancements in generative AI for coding applications.
- Developed robust test cases for AI-generated code functionality and provided written explanations of data science solutions to address complex problems.

CTBC Bank Co., Ltd.

Software Developer - Intern

Taipei, Taiwan

02/2020 – 06/2020

- Orchestrated end-to-end development, deployment, and management of software robots for Robotic Process Automation (RPA) projects, resulting in heightened productivity and enhanced business processes.

TECHNICAL SKILLS

Languages

- Python(7y+), Java(7y+), C++(6y+), HTML, CSS, JavaScript, SQL, C#, VBA.

Tools

- TensorFlow, Keras, PyTorch, Pandas, Tableau, AWS, Django, Docker, Git, CI/CD, PostgreSQL, Scikit-Learn, NumPy.

Certificate

- Deep Learning Specialization Certificate, Google Data Analytics Professional Certificate, VjAI AI Trainer Certificate, IBM Full Stack Developer Assessment, Google Analytics Certificate.

PROJECTS

Company's Employee Attrition Prediction and Solution

2024

- Achieved a 96.2% accuracy in predicting employee turnover through data modeling, resulting in an 80% reduction in turnover.
- Leveraged machine learning techniques and data analysis tools to develop actionable insights and recommendations for talent retention strategies.

Company's Website with AI ChatBot Integrated

2023

- Led the integration of a RAG ChatBot into the company's website, resulting in a 50% reduction in staff time spent on routine queries and a 40% increase in website traffic.

LSTM Audio Emotion Classification

2023

- Developed an LSTM-driven solution for audio emotion classification, achieving an 86% accuracy rate and enhancing emotion analysis capabilities.