

# Hongling Lei

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## PROFESSIONAL EXPERIENCE

### JPMorgan Chase & Co.

New York, NY

*Associate, Focused Analytics Solutions Team (Rotational Program)*

3/2023 – Ongoing

- **AI/ML:** Developed and deployed Babelfish, a Gen-AI empowered code translation and documentation tool that facilitates firm-wide codebase migration across languages and to cloud at scale, reducing manual effort by 95%
- **Matching as a Service:** Built a record linkage pipeline from scratch that leverages semantic similarity (SBERT) and vector geometry (FAISS) for fuzzy matching, achieving a search speed 1000 times faster with over 97% accuracy
- **Auto:** Independently created a Streamlit web app for dynamic, in-depth analyses of Chase customer digital journeys and engagement, guiding web design improvements to enhance customer retention, conversion, and user experience
- **Consumer Bank:** Successfully delivered 3 projects, including building Random Forest models to predict incremental deposit attrition rates, proposing solutions to reduce customer meeting cancellations for better banker efficiency, and crafting personalization strategies to increase online customer conversion, resulting in a \$230M profit increase
- **Home Lending:** Improved customer segmentation and profiling using K-means clustering
- **Resourcing Committee:** Led the BAU workstream in rotation planning and allocation of 80+ team members

### PPG Industries

Pittsburgh, PA

*AI/ML Intern, AI/ML Center of Excellence*

5/2022 – 8/2022

- Constructed 15 time-series forecasting models including ARIMA, Prophet and Exponential Smoothing to predict finished goods demand for inventory optimization, improving forecast accuracy by 17%
- Developed a Python-based Auto-Forecaster that takes any time series, experiments with 10+ forecasting algorithms, self-tunes hyper-parameters and recommends the best model, shortening iteration cycles from 2 weeks to 1 min

### Tencent

Shanghai, China

*Data Scientist Intern, Platform and Content Group*

4/2021 – 7/2021

- Conducted causal inference with algorithms like Causal Bayesian Networks, X-Learner and Causal Forest to identify key drivers of customer behavior on Tencent streaming platforms, increasing user satisfaction rating by 11%
- Deployed a streamlined inference pipeline that automates feature engineering, machine-learning modeling and experiment design to improve real-time content curation, enhancing customer experience and engagement

### DiDi

Beijing, China

*Data Analyst Intern, Decision Support Team*

9/2020 – 11/2020

- Designed a market sizing model with SQL and Excel, accurately predicting driver and order growth rates during holidays and thus alleviating traffic burdens in 14 Chinese metropolitan areas
- Conducted large-scale analyses on operational datasets using Apache Hive to advise strategic decision-making

## EDUCATION

### Carnegie Mellon University

Pittsburgh, PA

*Master of Information Systems Management. GPA 3.91 (Highest Distinction)*

12/2022

- Coursework: Deep Learning, Computer Vision, Machine Learning, Big Data and Large-Scale Computing, Unstructured Data Analytics (NLP), Distributed Systems, Data Structures and Algorithms

### Xiamen University

Xiamen, China

*Bachelor of Economics and Finance. GPA 3.81*

6/2020

- **University of California, Berkeley** | *Semester Exchange*. GPA 3.95
- **Nanyang Technological University, Singapore** | *Summer Exchange*. GPA 5.0

## PROJECTS

- **Object Tracking System:** Target tracking for template matching and motion detection with the Lucas-Kanade method
- **Augmented Reality:** Image and video AR projection through interest point matching and homography estimation
- **Grocery Master Software:** A tool that allows users to search for grocery products, displays available options nearby, and compares nutritional values by live-scraping websites of major retailers

## SKILLS

- **Programming Languages:** Python, SQL, Java, R, Stata, HTML
- **AI/ML:** PyTorch, scikit-learn, pandas, sentence\_transformers, faiss, OpenCV, prompt engineering, Git, Bitbucket
- **Big Data:** Snowflake, Hive, Spark, Analyst Workbench, Google Colab, Azure