Xuanmin (Anter) Che

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EDUCATION

Santa Clara University — Santa Clara, CA
Master Science of Business Analytics — *December 2025*

University of California, Davis — Davis, CA
Bachelor of Science in Management Science and Quantitative Method — *June 2024*

TECHNICAL SKILLS

Programming & Query Languages: Python, R, SQL
Machine Learning: Supervised & Unsupervised Learning, NLP, Regression & Classification, EDA, A/B Testing
Visualization & Reporting: Tableau, Excel, Jupyter Notebook, RStudio
Database & Cloud Tools: MySQL Workbench, AWS; **Optimization Tools:** Gurobi, Prescriptive Analytics

PROFESSIONAL EXPERIENCE

Financial Services Operations Intern — Los Angeles, CA
Hansol Insurance Company — *July 2025- August 2025*

- Handled client services by managing 15–20% of total team call volume and routing inquiries to ~20 agents, and ensured timely policy renewals and improved client satisfaction by 15-20%.
- Consolidated and organized client/agent data in Google Sheets, filled information gaps, and improved reporting accuracy by ~20% for internal use.
- Supported internal team by troubleshooting technical issues and assisted with workflow improvements, reduced downtime, and boosting efficiency by an estimated 5–10%**.**

ACADEMIC PROJECT

Practicum — Santa Clara, CA (Remote)
Zingly AI/Analytics — *January 2025- June 2025*

- Built a scalable chatbot evaluation app using Streamlit and OpenAI APIs, enabling internal teams to assess model responses across 6 human-aligned criteria.
- Reduced manual review effort by ~60% through batch CSV input, automated scoring, and GPT vs human comparisons.
- Implemented custom metrics (MAE, RMSE, Accuracy@±1) and sub-score extraction (bias, hallucination, compliance) for detailed model quality insights.
- Integrated token usage to estimate API cost, supporting LLM budget planning and deployment decisions.

Yelp Restaurant Sentiment Analysis — Santa Clara, CA
Machine Learning Programmer — *January 2025-March 2025*

- Achieved 72% accuracy classifying 3M+ Yelp reviews as Positive, Neutral, or Negative using TF-IDF and Random Forest models in Python.
- Surfaced key sentiment themes through word clouds and frequency analysis, highlighting recurring issues like slow service and poor food quality.
- Visualized trends and model performance with bar charts and confusion matrices in Google Colab to support actionable business recommendations.

ADDITIONAL INFORMATION

- **MSBA Analytics Showdown** (May 2025): Analyzed **19** real-world datasets for a social enterprise; gained experience in Python, Tableau, and business storytelling through team-based competition. (Ranked **4th**/11)
- **Training**: Google Data Analytics (Feb 2025), AWS Cloud Practitioner Essentials (Sep 2025)
- **Languages:** English, Native in Mandarin, Conversational Proficiency in Korean
- **Interests:** Basketball, Golf, Reading