

Choo, Chee-Keong

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github.com/Kevin-Choo/kevinchoo_portfolio, www.linkedin.com/in/choo-chee-keong

Education

Thomas Edison State University
MSc, Data Science and Analytics (4.0 GPA)

2019 Nov-2022 Mar
New Jersey, US

A.T. Still University School of Osteopathic Medicine
MSc, Medical Informatics (4.0 GPA)

Mesa, US

National Taiwan University
BSc, Agronomy and Statistics (3.0 GPA)

Taipei, Taiwan

Work Experience

UPS, Senior I.T. Analyst/Technician

2008-current

- Performed enterprise large scale internal/external customer PCs/servers replacement, replaced over 100 PCs and 20 servers each life cycle and at least one month ahead of schedule
- Performed EDA, data integration, outlier analysis, missing value treatment, data type conversion as part of data preparation to get the correct data ready for UPS WorldShip shipping system resulted in 100% customer satisfaction
- Provided database integration between hundreds of enterprise ERPs (e.g. Fishbowl, Quickbook, Sage 300) and UPS WorldShip, utilized CSV integration when security concerns were of utmost priority
- Escalated support desk tickets to third level in the most crucial circumstances after exhausting all knowledge base options to resolve issues and considerable time had been spent on a single ticket
- Performed sophisticated ad-hoc or ongoing shipping charges discrepancies with customers by comparing shipping charges from UPS Billing Center (web-based billing website) against shipping charges from customers' accounting databases. The most saving I have encountered was \$48,000 annually.
- Diagnosed customers' SQL queries issues that were posted on discussion group on a weekly basis. Resolved over 5 cases since the November of 2022.

An-An Disposable Sdn. Bhd., Operation/Quality Assurance Supervisor

- Developed, translated, and implemented several standardized operation processes to include local regulations for the factory and stream lined the production within the first month of operation
- Provided multiple continuous improvement training for employees namely lean production, 5S, TPM, TQM, and successfully increased productivity by 10%
- Performed SWOT (Strengths, Weaknesses, Opportunities, Threats) for the Quality Assurance and the Operation department, increased awareness of the local factors that go into making business decisions for the local environment
- Carried out BI analysis for local environment and planned departmental budget according to the results of the BI analysis
- Sampled and analyzed products collected from active production line using statistical methods and traced back to the source of the issue and made correction to the error to reduce waste and improve quality in real time

Fuburg Industrial Co., Management Trainee

- Participated and acquired certifications in continuous improvement training programs from CPC (China Productivity Center). Training program included 5S, TPM, TQM, problem solving, and 6 sigma

National Taiwan University Lab of Quantitative Genetics, Lab Assistant

- Commercial watermelon species identification using PCR technique. Seeds provided by Known-You co. Ltd. Taiwan
- Sorghum genomic project – construction of RFLP genomic maps of multiple sorghum species for plant breeding purpose

Data Science Projects

[PIMA Native American Diabetes Prediction and Causal Inference Analysis](#)

- Created a tool that predict diabetes status for Native American tribe and performed causal inference analysis to explain the cause of high percentage diabetes proportion among Native American tribes.
- Developed in Python, Scikit-Learn, Seaborn, Matplotlib, DoWhy and deployed using Pycharm and Flask

Skills and Technologies

- Python, MySQL, VBScript, Tableau, XLMiner, Statistics, Design of Experiments, TensorFlow, Keras, Matplotlib, Numpy, Seaborn, Time Series Forecasting, Risk Analysis, Natural Language Processing, Causal Inference