

# Choo, Chee-Keong

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[github.com/Kevin-Choo/kevinchoo\\_portfolio](https://github.com/Kevin-Choo/kevinchoo_portfolio), [www.linkedin.com/in/choo-chee-keong](https://www.linkedin.com/in/choo-chee-keong)

## Education

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

**2019-2021**  
New Jersey, US

**A.T. Still University**  
*MSc, Medical Informatics (4.0 GPA)*

**2001-2003**  
Mesa, US

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

**1990-1994**  
Taipei, Taiwan

## Work Experience

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**UPS, Senior I.T. Support 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 various enterprise ERPs (e.g. Fishbowl, Quickbook, Sage 300) and UPS WorldShip, used CSV frequently when customers have security concern or their shipping systems will not communicate with UPS WorldShip
- Escalated support desk tickets to third level in the most crucial circumstances after considerable time had been spent on a single ticket
- Worked with customers to analyze shipping charges discrepancies by extracting shipping cost from UPS Billing Center (web-based billing website) using API and compared them with shipping charges exported from WorldShip database (the shipping software) in CSV format

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

**1997-1999**

- 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**

**1995-1997**

- 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

- 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**

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### **[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**

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