

Choo, Chee-Keong

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Education

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

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 includes 5S, TPM, TQM, problem solving, and 6 sigma

National Taiwan University Lab of Biotechnology, Lab Assistant

1993-1995

- 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
- Analyzed field data using statistical Design of Experiments to determine

Data Science Projects

[PIMA Native American Diabetes Prediction](#)

[Causal Inference](#)

- Created a tool that predict diabetes status for Native American tribe and perform causal inference analysis.
- 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