

Marcus Ong

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EDUCATION

- **Coventry University** INTI College, Penang, Malaysia
Bachelor's of Computer Science. WAM : 85.94 *Graduation Date : Aug 2025*
 - Final Year Project : *Redefining Personal Knowledge Bases with RAG (Retrieval-Integrated LLM System)*
 - Winner, IBM Bootcamp 2024, Generative AI Track (2024)
 - 1st Runner-Up, Huawei Intelligent World 2030 AI/ML Track (2024)
- **INTI International College Penang** Penang, Malaysia
Diploma in Computer Science. CGPA: 3.87 *Graduation Date : Apr 2023*
 - Recipient of the Dean's List (4 times), President's List, and INTI 2022 High Achievers' Award (2 times).
- **SMK Bukit Jambul** Penang, Malaysia
SPM: 8As *Graduation Date : Feb 2021*
 - President of the Music Club (2020), organized a fundraising concert for over 1000 attendees and won Silver (2019) and Bronze (2020) in National Music Competitions.
 - Class President (2019 & 2020)

EXPERIENCE

- **ML Research Assistant – Dr.Fakhitah Ridzuan** Jun 2023 – Dec 2023
 - Applied image augmentation techniques using Keras on a dataset of over 87,000 plant disease images, improving model performance to 96% accuracy.
 - Engaged with a Ph.D. student's orthodontics research, gaining insight into their thesis and discussing potential machine learning workflows.
 - Conducted comprehensive EDA, preprocessing, and applied time-series techniques on NCVS data.
- **Site IT Intern – Plexus Corp** Jan 2023 – Mar 2023
 - Supported a large factory's IT infrastructure, working with seniors to troubleshoot hardware and software issues.
 - Collaborated with IT teams to update software on over 2,000 computers, addressing security concerns.
 - Increased fluency in IT Service Management processes using ServiceNow, including incident, problem, and change management.
- **Part-Timer – Global Edge Pharma** Feb 2021 — Jun 2021
 - Designed Chinese New Year flyers promoting Shah's Sanitisers' CNY Product Line.
 - Distributed COVID-Prevention Products to numerous organizations such as *Shan-Poornam Metals, MMC Gamuda, St Christopher International School, TGV Cinemas, and CIMB Banks*

RESEARCH AND PUBLICATIONS

- **Ong, G.Y., Abdullah, N., Ridzuan, F., Mustafa, W. A., & Alzubaidi, L. H.(2023). Enhancing Data Quality in Image Pre-processing: A Case Study on Plant Disease Classification.** In *:ICTEASD*, IEEE. doi:10.1109/ictesd57136.2023.10584873.

CERTIFICATIONS

- **Cloud Machine Learning Engineering and MLOps** May 2024
Duke University *Online Course*
- **SAS - Academic Specialisation in Data Analytics** Feb 2024
INTI International College Penang
- **Databases and SQL for Data Science with Python** May 2023
IBM *Online Course*

SKILLS

Technical: Python, Java, C++, LlamaIndex, R, Git, Pandas, REST API, Matplotlib, Seaborn, Keras, SAS, Scikit-Learn, SQL (MySQL), Flask, Tensorflow
Languages: English, Malay