

# Richard Chou

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## WORK EXPERIENCE

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### De Volksbank

Data Engineer, Banking

Utrecht, NL (November 2023 – Present)

- Work on expanding the cloud data lakehouse using marketing and financial data from the on-premise data warehouse within the Client Interface domain.
- Engineered over 30 automated data pipelines for marketing campaigns and personalised content for the De Volksbank brands using Airflow and Athena/Trino SQL.
- Onboarding new hires within the team and mentoring them in their user stories and working methods.
- Used technologies: Amazon Web Services (AWS), SQL (Teradata/Trino), Jira, Confluence, GitHub, Airflow, Terraform and Python (PySpark).

Junior Data Engineer BI, Banking

Utrecht, NL (September 2022 – October 2023)

- Further developing and implementing the functional data warehouse within De Volksbank.
- Designed, aligned, and developed new BI dashboards and features in existing BI dashboards for credit risk model monitoring within Tableau.
- Worked on data migrations within the on-premise data warehouse to prepare credit risk monitoring datasets using Teradata SQL and SAP PowerDesigner.
- Used technologies: SQL (Teradata), Jira, Confluence, BitBucket, SAP PowerDesigner, and Tableau.

### Bit Academy

Community Coach, Education

Amsterdam, NL (January 2023 – August 2023)

- Facilitated and coached over 20 students with coding problems for the Bit Academy Pro courses in Python, SQL, and other open-source technologies.
- Mentored 5 students who were interested in a career in data by sharing industry and theoretical knowledge within the data science, data analytics, and data engineering domains.
- Used technologies: SQL (SQLite), GitLab, and Python.

### Coolblue

Data Science Intern, E-Commerce Company

Rotterdam, NL (April 2022 – August 2022)

- Worked on the weekly potential sales and demand forecast for one of the product types within Coolblue.
- Group different products based on their sales behaviours and propose different machine learning forecasting approaches for the selected product types.
- Used technologies: SQL (BigQuery), Jira, Confluence, GitHub, and Python.

### Finaps

Process Engineer, Tech Company

Amsterdam, NL (November 2019 – April 2022)

- Implementation and maintenance of the information security and quality management systems following the ISO 9001 and 27001 standards.
- Worked on several continuous improvement initiatives in the form of research chapters and respective ISO standards.
- Part of the tactical stream within the organisation by initialising research chapter teams within the software engineering and data domains.
- Mentored 2 (graduate) interns with their projects and research.
- Milestone: achieving the ISO 9001 certification with Finaps in August 2021.

## WORK EXPERIENCE (CONT.)

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### Accenture

Associate, Technology Practices

Utrecht, NL (March 2018 – September 2019)

- Started as an undergraduate intern, which was scoped on data security tooling and best practices for GDPR compliance (March 2018 - August 2018).
- Provided project management support across Accenture's Dutch accounts within the chemical resources industry.
- Tasks consist of managing project financials, calculating price margins for new consultancy projects and extensions, and collaborating with the project managers and managing directors to win new deals.
- Mentored several (graduate) interns with their projects and research.

### Finaps

Junior Information Security Specialist, Tech Company

Amsterdam, NL (August 2016 – December 2017)

- Started as an intern focused on implementing the ISO 27001 standard within the organisation (August 2016 - January 2017).
- Managed to set up the ISO 27001 framework in a time frame of 7 months within the organisation.
- Worked on internal audits, writing information security and GDPR policies, and performing risk assessments when (technology) changes occurred within the organisation.
- Milestone: achieving the ISO 27001 certification with Finaps in April 2017.

## VOLUNTEER EXPERIENCE/PERSONAL PROJECT

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### Ichi Ban Leiden, Hospitality Services

Remote, NL (March 2024 – Present)

- Support my parents' restaurant by gathering data sources for gaining insights about the restaurant's performance.
- Developed the platform for app deployment, data warehousing, and data engineering, see [link](#) for more information.
- Used technologies: Google Cloud Platform (GCP), Python, SQL (BigQuery), and GitHub.

### Volt Europe, Politics

Remote/Amsterdam, NL (August 2021 – April 2023)

- Volunteered as a data analyst facilitator for the Data Analytics team of Volt Europe.
- Performing ETL on raw data to make various dashboards for different stakeholders within Volt.
- Manage, onboard, and delegate tasks to several Volt members related to BI dashboarding.
- Used technologies: SQL (PostgreSQL), Python, GitLab, and Looker Studio.

### KLM Curaçao Marathon, Foundation Run in the Sun

Utrecht/Curaçao, NL (November 2017)

- Volunteered for 1 month as a facility officer for the participants of this marathon.
- Tasks varied from handing out drinks and medals to the participants to setting up the event.

## EDUCATION

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### University of Helsinki

Helsinki, FL (2023 – Present)

- Open University, Track: Computer Science and Data Science

### University of Amsterdam

Amsterdam, NL (2021 – 2022)

- MSc Information Studies, Track: Data Science
- Thesis subject: Detecting and classifying cyberbullying memes in Twitter posts
- Performed research within the University of Amsterdam on multi-modal classification models that detect and classify cyberbullying within memes posted on Twitter.
- Used technologies: Python, Amazon SageMaker, GitHub, and Twitter Developer API.

### Utrecht University

Utrecht, NL (2020 – 2021)

- MSc Business Informatics, Profile: Applied Data Science
- Programme not completed: 61.5/120 ECTS (completed Applied Data Science profile: 45/30 ECTS)
- Relevant coursework: Data Science and Society, Data Analysis and Visualisation, Big Data, Algorithms in Finance, Business Intelligence, and Data Intensive Systems

### **Hogeschool Utrecht**

Utrecht, NL (2014 – 2018)

- BSc Business, IT & Management (currently called HBO-ICT)
- Thesis subject: Which data security tooling and best practices could ensure GDPR compliance in the data security segment?
- Performed research within Accenture Technology at the Data Management department on data security tooling and the respective best practices that companies can adhere to for GDPR compliance.