YU-HUI (Chloe) CHOU
Singapore | (+65) 83499005 | yh.chou4@gmail.com

EDUCATION

London School of Economics and Political Science, the United Kingdom   *Sep 2017-Jul 2018*
- MSc in Statistics; Statistical Inference, Machine Learning and Data Mining; Managing and Visualising Data

National Chung Cheng University, Taiwan   *Sep 2012-Jul 2017*
- BA in Economics, GPA: 3.97/4 (Ranking top 1 in the Department of Economics)
- Received Presidential Honour Award for 7 consecutive semesters in four years

WORK EXPERIENCE

Senior Data Scientist, Infrastructure Technology at Citi, Singapore   *Mar 2019-Present*
- Proposed strategies for CAPEX and OPEX planning based on analytical insights through R
- Built dashboards for end user services infrastructure budgeting and cost monitoring
- Initiated end user data analytics - employee persona and employee infrastructure migration

Data Analyst, Regional Operations at Shopee (SEA), Singapore   *Jul 2018-Mar 2019*
- Implemented machine learning on detecting keyword spam for the platform through Python which increases the accuracy from 35% to 58% and reduced agent's workload for 5+ hours weekly
- Initiated efficient code for detecting attribute spam which reduces data processing time for 20+ hours weekly
- Extracted data insights and produced reports to CEO, managers and 7 countries daily
- Enhanced the quality of the platform by analyzing mall and listing quality (i.e. duplicate, counterfeit listings)
- Built cost dashboards via SQL and created automated trackers to monitor KPI for 7 countries

Machine Learning Internship, Trend Micro, Japan and Taiwan   *Jul 2017-Sep 2017*
- Achieved top 5% globally in Kaggle machine learning competition
- Initiated machine learning template for predicting customer purchasing behaviours
- Extracted data insights to propose strategies on improving existing customer service products

Project Researcher, Council of Agriculture, Taiwan   *Apr 2017-Jun 2017*
- Designed disaster risk reduction economic models for communities suffering from natural disasters
- Estimated economic losses of natural disasters through statistical models

National Science Council Research Scholarship, Taiwan   *Sep 2015-Jun 2017*
- Extracted data insights from 23 million outpatient visit data and surveyed 500+ pharmaceuticals
- Investigated physician-agency problems and the drug price black hole in Taiwan and produced governmental reports using econometric and statistical models
- Received the College Student Research Award from Ministry of Science and Technology

PUBLICATIONS

"Generic Pharmaceutical Adoption with Mismeasured Physician Agency," under submission.
(with JI-LIANG SHIU and MENG-CHI TANG)

SKILLS and INTERESTS

Languages: Chinese (native), English (fluent)
Programming: Python, R, R Shiny, SQL, Spark, STATA, Tableau, Google Analytics, Weka, Confluence, Trello, Git
Machine Learning Projects: Instacart Market Basket Analysis (top 5% globally), Santander Customer Transaction Prediction (top 10% globally), Yushan House Price Prediction (top 10% globally)
Volunteer: Movement for Intellectually Disabled (Taiwan), kidsREAD volunteer (Taiwan)