

# Nara Eam

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## PROFESSIONAL SUMMARY

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ML/AI Engineer with near 3 years of experience building scalable AI solutions, specializing in Python, C++, TensorFlow, PyTorch, and LLM frameworks (LangChain, crewAI, RAG). Skilled in deploying AI microservices with Docker, Kubernetes, and RESTful APIs, with a strong focus on NLP, speech synthesis, and knowledge retrieval systems.

## WORK EXPERIENCES

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### ML/AI Engineer, Norwood System, Perth, Australia,

Aug 2022 – Current

- Architect a robust AI microservices architecture that facilitated seamless integration with existing software components, enhancing system responsiveness by 30%.
- Lead the development of Text-to-Speech (TTS) and streaming solutions, advancing speech synthesis technology projects, and contributing to innovative digital products.
- Engineer C++-based data pipelines using vector, map and shared\_pointer to manage binary data and memory across services, enabling low-latency, real-time audio streaming.
- Implement LLM-powered agents using LangChain, crewAI, and RAG with NLP techniques to generate intelligent feedback and recommendations, automating evaluation and improving AI-driven user experiences.
- Optimize deployment speed by 20% and scalability by 35% through containerized microservices and efficient API orchestration using Docker, Kubernetes, and RESTful interfaces.
- Utilize machine learning algorithms (predictive modeling, neural networks) with Python, PyTorch to improve data processing and boost prediction accuracy by 30%.
- Develop an interactive UI using React.JS and Typescript for demonstrating AI features to clients.
- Mentor and guide interns on deploying AI services and integrating machine learning models with RESTful APIs into mobile applications, enabling the creation of an AI-agent chat system replicating real-time phone call interactions.

### Freelance, Data Science, Perth, Australia

Dec 2021 – Current

- Automate data scraping and preprocessing from various sources, enabling enhanced decision-making processes for a diverse client base.
- Design and conduct A/B testing, hypothesis testing, regression, and clustering to evaluate business strategies and optimize customer engagement and product performance.
- Resolve model accuracy challenges in dynamic settings by training and validating ML models, achieving up to 95% accuracy, enhancing reliability for client projects.
- Fine-tune and deploy ML models for real-time analytics, achieving 95% uptime and reducing latency by 20%, boosting operational efficiency.
- Demonstrate adaptability and effective communication across projects, meeting diverse client needs and expectations.

### Coding Instructor, KZ Code Education, Perth, Australia

Aug 2021 – Dec 2021

- Delivered coding education in Python to children, adopting innovative teaching methods tailored to individual learning styles, fostering an environment of curiosity and growth.
- Demonstrated excellent communication skills and patience and adapted different teaching methods to meet each child's needs.
- Maintained an engaging and supportive learning environment for all students.
- Received positive feedback from parents and students.

**Pacific Home Loan, Sydney, Australia, Intern****Mar 2019 – Jun 2019**

- Engaged with clients to assess their financial needs, guiding them towards suitable loan options and assisting with the application process, showcasing a proactive approach and dedication to client satisfaction.
- Overseeing the recommendation that I provided was fulfilled- by preparing the loan application and performing general duties as necessary.
- Undertook various operational tasks, contributing to the team's efficiency and the smooth execution of services

**EDUCATION**

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**Master of Information Technology****Feb 2020 – Dec 2021**

University of Western Australia, Perth

GPA: 6.3/7

**Bachelor of Applied Finance****Feb 2017 – Dec 2019**

Macquarie University, Sydney

GPA: 6.5/7

**TECHNICAL SKILLS & CERTIFICATE**

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- **Programming Languages:** Python, R, C++, JavaScript, Typescript, Rust
- **Machine Learning:** Numpy, Pandas, SkLearn, Tensorflow, PyTorch, HuggingFace, CNN, RNN,
- **DataBase Management:** MySQL, SQLite, Postgres, MongoDB
- **Web Development Frameworks:** FastAPI, Flask, Django, Express, actix\_web
- **Web Frontend development** - HTML, CSS, React
- **DevOps:** Docker, Kubernetes, Git, AWS and CI/CD pipelines
- **AI Framework:** Langchain, crewAI, vectorDB,
- **Certificate:** AWS Certified Cloud Practitioner

**EXTRA-CURRICULAR ACTIVITIES**

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**EY\_BWW\_Data\_Challenge****Feb 2024 – Apr 2024**

- Engaged in the EY Open Science Data Challenge, applying advanced data science techniques to assess via satellite imagery.
- Annotated high-resolution satellite images using LabelMe, creating structured datasets for object detection tasks.
- Applied YOLOv8 for detecting and classifying buildings as damaged or undamaged (residential and commercial), demonstrating effective use of deep learning in real-world disaster scenarios.
- Developed TensorFlow models that enhanced cyclone impact analysis accuracy for supporting critical disaster management efforts.
- Worked with a diverse team of experts to leverage collective critical thinking and develop comprehensive disaster management strategies.

**REFEREE**

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Available upon request