

Cheng-Pang (Tego) Chang

cc703@duke.edu | 919-945-6512 | github.com/Tego-Chang | linkedin.com/in/Tego-Chang/

*A data scientist with 4+ years of product analytics experience in the high-tech industry,
dedicated to extracting insights from data to drive product development and formulate business strategies.*

Education

Duke University, Durham, NC, Master of Interdisciplinary Data Science (MIDS) ; GPA: 3.8/4.0	Expected May. 2023
National Taiwan University, Taiwan, Master of Computer Networking & Telecommunication	Jan. 2011
National Cheng Kung University, Taiwan, Bachelor of Electrical Engineering	Jun. 2008

Career Achievement

Led 10+ software engineers to develop data analytics projects, deploy them to production, and provide insights for several teams at the company; Was thus promoted among 20+ managers. Key projects include:

- *Wi-Fi Connection Analytics* has accelerated the support team's debugging process for wireless connection failures.
- *Onboarding Method Analytics* has guided the campaign strategies for the marketing teams.

Work Experience

2nd Order Solutions Capstone Project@Duke MIDS, USA

Data Scientist – Interpretable Machine Learning Sep. 2022 ~ Present

- Applied Explainable Boosting Machine (EBM) and Gradient Boost Machine (GBM) for predicting donors in the KDD Cup 1998 dataset and compared the ML models' differences in aspects of performance metrics and interpretability.
- Generalized the interpretable ML pipelines for applying to credit advisory topics in the fintech industry.

TeleSign USA

Product and Data Science Intern – IoT Risk Prediction Jun. 2022 ~ Aug. 2022

- Developed a project, *Mobile Auth for Wi-Fi Access*, from scratch, which utilizes Two-factor Authorization (2FA) and machine learning to evaluate the risk of every connected Wi-Fi device.
- Presented the PoC project to the CTO and evaluated the potential business opportunities in the IoT industry.

Foxit Software Taiwan

Senior Product Manager – Document AI Sep. 2020 ~ May 2021

- Led a team of software engineers, UI/UX designers, and data scientists to develop, *iDox.ai*, an AI contract review service.
- Collaborated with external stakeholders to integrate product domain knowledge into the outcomes from ML models.
- Participated DevOps and MLOps process design to ensure the production requirements could be met.

NETGEAR Taiwan

Software Engineering Product Manager – Wi-Fi Router Analytics Aug. 2017 ~ Apr. 2020

- Conducted the company's data-driven decision-making process and identified key metrics for the executives, including 1) defined 30% (400+ attributes) of the company's data dictionary 2) designed the corresponding technical specs, 3) led teams to complete spec implementation and verified results, and 4) Visualized the outcome to extract business insights.
- Collaborated with data engineers to troubleshoot issues during the cloud data processing pipeline and verify if the format of each attribute is correct.

SYNOLOGY Taiwan

Software Product Manager - Wi-Fi Router Apr. 2015 ~ Jun. 2017