Justin Lau

Available: June — December 2022

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EDUCATION

Sep. 2019 — Present

Northeastern University, Boston, Massachusetts **Expected Graduation: May 2023**

Khoury College of Computer Sciences

Candidate for Bachelor of Science in Computer Science, Concentration in Artificial Intelligence, Minor in Mathematics

GPA: 3.79 / 4.0, Dean's List

Relevant Courses: Natural Language Processing, Machine Learning and Data Mining, Object Oriented Design, Mathematics of Data Models, Algorithms and Data, Database Design

COMPUTER SKILLS

Languages: Python, Java, SQL, Racket, Bash, C, HTML/CSS

Software: Jupyter Notebook, Visual Studio Code, Scikit-learn, Keras, Nltk, Numpy, Pandas, MySQL Workbench, Adobe Launch, Adobe Analytics, Adobe Target, Google Analytics, Vim

Systems: Windows, Linux, MacOS

WORK EXPERIENCE

ServiceNow **July — December 2021**

Data Solution Analyst

- Pioneered the analysis of the full customer journey on the ServiceNow ecosystem by stitching together digital behavior signals, known user profiles, and sales pipeline milestones using MySQL and Pandas
- Visualized and explored trends in constructed dataset across aggregated industry, company, and user levels using Plotly and Jupyter Notebook to pinpoint major avenues of sales conversion
- Highlighted data deficiencies, presented insights, and proposed future predictive analyses to other members of the team
- Applied K-means clustering on textual survey data in order to illustrate common user pain points throughout ServiceNow pages
- Utilized MySQL to create new tables, update user data, and query databases across various tables
- Implemented various A/B tests on ServiceNow pages using Adobe Target to improve user experience

Summer Beacon Program at MS 172 **June — August 2018, 2019**

Counselor

- Managed, organized, and led large groups of children through activities and presentations
- Collaborated with co-workers to facilitate inclusive and entertaining games for participants

PROJECTS

Sentiment Analysis in Video Game Reviews **January 2021**

- Compared accuracies and F1 scores of various classifiers to predict sentiment of video game reviews
- Utilized Logistic Regression, Multinomial Naive Bayes, and Random Forest Classifier algorithms
- Performed Random Search and Grid Search cross validation to optimize hyperparameters
- Developed Python script allowing users to test their own reviews against a trained and tuned model

Rideshare Price Prediction **October - December 2020**

- Created a multiple linear regression model to predict a rideshare price based on the time, date, and weather
- Used one-hot encoding, ridge regression, cross validation, and min/max scaling to improve performance

INTERESTS

Basketball, Video games, Chess, Marvel, Artificial Intelligence