

# ALFONSO LUIS KAN

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A Summa Cum Laude Industrial Engineering graduate from UP Diliman, with strong expertise in IE and data science, and practical experience from two internships in data-focused and operational roles.

## Work Experiences

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### foodpanda Philippines

Jul 2023 - Sep 2023

#### Customer Experience (Insights) Intern

- Designed and maintained 3 Looker Studio dashboards to monitor customer feedback and a diverse range of customer metrics such as 30-day reorder rate, Customer Satisfaction (CSAT) Score, and Net Promoter Score (NPS).
- Conducted 2 ad-hoc ticket scrubbing analyses, delivering actionable insights through data analysis and dashboards to identify current fraud strategies and schemes.
- Spearheaded a project assessing the impact of customer flags, compensation, complaint types, and delay severity on CSAT scores through statistical testing, leading to an action plan to improve overall CSAT scores.

### OptoGrow - Operations Management Solutions

Jul 2022 - Sep 2022

#### Industrial Engineering Intern

- Revamped the company's cold emailing system to align with industry best practices, leading to the development of 14 flowcharts and 14 standard operating procedures (SOPs).
- Devised 10+ pivot tables to help facilitate data analysis for the product development department.

## Projects

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### Askwelabs: Eskwelabs Enrollment Chatbot and Study Path Advisor

- Developed a Retrieval-Augmented Generation (RAG) chatbot featuring a tool-calling agent, chat history, and resume evaluation capabilities to deliver precise responses to applicant inquiries, built with LangChain, ChromaDB, and GPT-Turbo-3.5.
- Sourced online roadmaps for Data Analytics and Data Science to develop a retriever-based recommendation system for aspiring learners, incorporating built-in filters for enhanced search capabilities.

### National Engineering Center: Property Tracking and Management System

- Deployed a custom database management system to digitalize and enable real-time equipment tracking at UP NEC, effectively addressing persistent issues such as unclaimed pensions.
- The software was developed using the Python Flask framework for the back-end, Bootstrap for the front-end, and MySQL for the database, with deployment managed by Gunicorn and NGINX.

## Education Level

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### Eskwelabs Data Science Fellowship

May 2024 - Aug 2024

- An intensive 15-week bootcamp focused on data science, with hands-on experience in exploratory data analysis, data visualization, traditional machine learning, natural language processing, and retrieval-augmented generation.
- Developed projects in exploratory data analysis, machine learning, natural language processing, and RAG chatbot applications.

### University of the Philippines Diliman

Aug 2019 - Jul 2024

#### Bachelor of Science in Industrial Engineering

- Graduated as Summa Cum Laude with a GWA of 1.19
- Relevant Courses: IE 27 & 28 (Statistical Analysis), IE 171 & 172 (Information Systems), and IE 198 (Data Science and Analytics)

## Skills

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- Language:** Python, SQL
- Data Science:** Exploratory Data Analysis (pandas & SQL), Data Visualization (Matplotlib, PowerBI, LookerStudio), Traditional Machine Learning (scikit-learn)
- Chatbot Development:** RAG framework, LangChain, ChromaDB