ANNIE V. PHAM

LINGUIST, ENGINEER, ANALYST

CONTACT ME

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FOLLOW ME

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INTERESTS

Photography **+** Creative Work

Travelling **+** Fitness

EDUCATION

University of California, Riverside

2014 - 2018

B.A. in Linguistics **+**
Minor in Computer Science

EXPERIENCE

BLACKLINE, INC.   JULY 2018 - SEPT 2018
TECHNICAL OPERATIONS INTERN
• Recommended process improvements to ensure system scalability and reliability
• Assisted with various technical proof of concepts of external tools and applications, such as BigPanda and Quantum Metric
• Developed an automation script written in PowerShell for the Delivery Engineering team to ensure files are not incorrectly modified or deleted

IRONMAN PARTS & SERVICES   AUG 2017 - JUNE 2018
DATA ENGINEER
• Planned and optimized process improvement initiatives to 3 in-house programs: Audit Portal, IQ, and Blackbox
• Simplified and analyzed employee productivity data on a month-to-month basis at all 7 company locations
• Oversaw equipment compliance records on the in-house program IQ
• Monitored monthly company-wide spendings on products to ensure cost-efficiency
• Generated monthly revenue reports and service program summaries to maintain labor utilization of at least 85%
• Managed approximately 18,000 customer contacts on QuickBooks

UNIVERSITY OF CALIFORNIA, RIVERSIDE   DEC 2016 - JUNE 2018
NATURAL LANGUAGE PROCESSING RESEARCH ASSISTANT
• Developed a program to conduct text data analysis on social media and cable news networks for sentimental value of lexemes
• Implemented statistical models based on results from text mining
• Predicted handwritten digits using the neural network language model for machine learning and natural language processing related tasks

UNIVERSITY OF CALIFORNIA, RIVERSIDE   SEPT 2016 - JUNE 2017
STUDENT ASSISTANT
• Facilitated office operations in the Political Science and Economics departments by utilizing Microsoft Office applications on a Windows operating system
• Compiled numerical data based on purchases made throughout both departments
• Handled over 100 graduate applications and organized approximately 400 quarterly professor teaching assignments as well as textbook orders
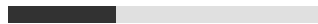
SKILLS

C++ (a scale of 10)

Python

PowerShell + C#

Illustrator + Premiere Pro + Photoshop

Japanese

Vietnamese

French

Phonetics + Phonology

Morphology

Syntax + Semantics

PROJECTS

NEURAL NETWORKS + DEEP LEARNING   JUNE 2018
THUMBPRINT
• A machine learning program that recognizes different handwriting patterns of digits (e.g. 1, 2, 3) and maximizes its understanding of the patterns. For example, by the end of the program, it should be able to identify a '1' that possibly looks like a '7' and distinguish the two.

SENTIMENT ANALYSIS + TEXT MINING   MAY 2017
POLARITY
• A text processing program that scans real-world news transcripts to analyze sentimental value of words at the Document-level and Sentence-level, based on the Presidential Election of 2016.