Phuong-Cat Ngo

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EXPERIENCE

Machine Learning Data Associate II   October 2022 - Present
Amazon | Sterling Heights, MI

Performed root cause analysis using basic data analysis in Excel and SQL on annotations to identify opportunities in customer service products and performed annotations to monitor and train machine learning models for multiple products across the Customer Engagement Technology organization

Key Accomplishments:
- Developed an in-house tool to help associate work experience
- Submitted more than 15 AIS submissions to the Standard Operating Procedures between two different departments
- Successfully peer-mentored two associates from initial onboarding to $5k permissions

Coding Instructor   August 2022 - September 2022
iCode Troy | Troy, MI

- Assessed, recorded, and reported on the development, progress, and skills of students every weekly
- Familiarized and became proficient in Scratch, 3D Modeling, PHP, MySQL, JavaScript, Python, Data Science, Machine Learning, UNIX/Linux, networking, Java, raspberry pi, and C++ to develop a rich class curriculum

Clinical Robot Associate   June 2022 - July 2022
Diligent Robotics | Pontiac, MI

- Monitored mobile service robots in a hospital environment
- Troubleshooted issues, document process, review checklists, and develop reference implementations
- Supported technical team in deployment of activities to ensure a smooth go-live of new processes, products, and systems

Patient Care Technician   May 2021 - May 2022
University of Michigan | Ann Arbor, MI

- Awarded the Making a Difference award for using empathy, best practices, and collaborative skills

Data Assistant   January 2019 - March 2021
Trupanion | Seattle, WA

- Made outbound calls to verify or gather information on claims and managed a large load of claims on a daily basis
- Updated job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations

Student Manager, Tech Consultant   August 2016 - December 2017
University of Michigan | Ann Arbor, MI

- Repaired card readers, vending machines, point-of-sale devices, audio/video equipment, computers, and electronics

EDUCATION

Udacity | Nanodegree in Java Programming Basics   October 2022
University of Michigan | Bachelor of Science in Information Science   December 2017
- GPA: 3.6/4.0

SKILLS

Java | JQuery | HTML/CSS | JavaScript | UX | Object-Oriented Design | C++ | LINUX | Kotlin | Python | SQL