

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 10 suggestions and corrections to the Standard Operating Procedures in two 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