CHI-JUI WU

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SUMMARY

- 2 years of software engineering experience in human-centered AI systems, which have boosted productivity and revenues. Developed data and machine learning pipelines, applications, and APIs.

- Proficient in Python and SQL. Familiar with JavaScript, Java, C++, C#, Git, Docker

PROFESSIOANL EXPERIENCE

Jan 2019 – Present **Data Scientist, Taishin International Bank, Taiwan.**
Technologies used: regex, machine learning, SQL, PowerBI, Elasticsearch, Docker, Flask, LINE API, GCP.

- Built house loan demand **prediction models** by leveraging customer journey, heterogenous data (including customer tags, online behaviors, and contact center conversations), increased retargeting campaigns response rate by 400% compared to traditional rule-based methods.

- Developed digital channel **recommendation models** by matching customer requirements from contact center corpus with digital channel functions, increased digital channel adoption rate by 500% compared to mass marketing.

- Developed **a message analytics dashboard**, shortened the internal workflow of accounting and cost management for the entire company's annual outbound SMS.

- Developed **a search engine** and analytics platform for unstructured data (e.g., contact center conversations and credit card behaviors), supported ad hoc exploration and analysis of the customer voice by product managers and data scientists as well as internal operation teams.

- Developed competitor news and credit card campaigns **web crawlers and chatbots**, enabled internal staff to search and subscribe to industry news and events.

- Written multiple industry **award-winning papers** on innovative digital transformation projects: Hybrid Data and Message Flow.

EDUCATION

Jan 2018 – Aug 2018 **PhD. Student in Human-Computer Interaction**
School of Computing and Communications, Lancaster University (UK)
Areas of Research: Cross-Device Computing, Accessibility

Sep 2015 – Sep 2016 **MRes. Computational Statistics and Machine Learning**, Distinction
Department of Computer Science, University College London (UK)
Areas of Research: Proxemic Interaction, Machine Learning

Sep 2011 – Jun 2015 **BSc. Computer Science**, First-Class Honours
School of Computer Science, University of St Andrews (UK)
Areas of Research: Human-Computer Interaction, Interactive Systems

PUBLICATIONS

May 2019 Frederik Brudy, Christian Holz, Roman Rädle, **Chi-Jui Wu**, Steven Houben, Clemens Klokmose, and Nicolai Marquardt. **Cross-Device Taxonomy: Survey, Opportunities and Challenges of Interactions Spanning Across Multiple Devices.** In *Proceedings of the 37th Annual ACM Conference on Human Factors in Computing Systems* (24% acceptance rate, 2,900 submissions). Glasgow, Scotland, UK, 2019. ACM, New York, NY.

May 2017 **Chi-Jui Wu**, Steven Houben, Nicolai Marquardt. **EagleSense: Tracking People and Devices in Interactive Spaces using Real-Time Top-View Depth-Sensing.** In *Proceedings of the 35th Annual ACM Conference on Human Factors in Computing Systems* (25% acceptance rate, 2,400 submissions). Denver, Colorado, USA, 2017. ACM, New York, NY.

Dec 2016 **Chi-Jui Wu**, Aaron Quigley, David Harris-Birtill. **Out of Sight: A Toolkit for Tracking Occluded Human Joint Positions.** In *Personal and Ubiquitous Computing,* 21(1), 125-135. 2017. Springer London.

RESEARCH & TEACHING EXPERIENCE

Jan 2017 – Jan 2018 **English Teaching Assistant (Military Substitute Service), Wanrong Junior High School, Hualien, Taiwan**
- Assisted classroom activities and one-on-one lessons. Led students in English singing, storytelling, and speech contests. Received the excellence service award.

Nov 2015 – Sep 2016 **Research Assistant, University College London**
- Developed a depth-sensing, proxemic-aware system to track spatial and postural information about people and devices.

Jun 2015 – Sep 2015 **Research Intern, University of St Andrews**
- Developed a web-based application to automate software configuration and virtualization for improved recomputability and sustainability.

Jun 2014 – Sep 2014 **Research Intern, University of St Andrews**
- Examined depth-sensing visualizations to enhance users' visual and spatial awareness when interacting with a large display and a Microsoft Kinect.

Jun 2014 – Dec 2016 **Co-founder and Full-Stack Developer, scrim.me**
- Developed an online platform for Team Fortress eSports players to find teammates and organize practice matches. Reached 4500+ users.

AWARDS AND HONORS

Jan 2018 **Faculty of Science and Technology Scholarship**, Lancaster University
Oct 2017 **ACM SIGCHI Reviewer,** ACM CHI 2018
Aug 2016 **ACM SIGCHI Student Travel Grant**, ACM ISS 2016
Feb 2016 **Hackathon Honorable Mention**, UCL Data Science Student Challenge
Jan 2016 **Hackathon Best Use of API (Mendeley)**, Hack Cambridge
Jun 2015 **Dean's List**, University of St Andrews
Jun 2014 **Dean's List**, University of St Andrews
Nov 2013 **Hackathon Finalist**, Barclays Openminds Hackathon
Nov 2013 **Hackathon Winner**, J.P. Morgan Code for Good Challenge
Sep 2011 **International Undergraduate Scholarship**, University of St Andrews

LANGUAGES

English (fluent), **Chinese** (native), **Taiwanese** (native)