CHI-JUI WU

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SUMMARY

- 2 years+ experience in developing AI models and data products in the financial services industry.
- Successfully applied machine learning and natural language processing to achieve business goals and improve customer experience.
- Experienced with data pipeline, data management, data analysis and visualization.
- Proficient in Python, SQL. Familiar with Hadoop, Kafka, Elasticsearch, Flask, Docker, Git.
- Experienced with communication between engineering teams and business users.

PROFESSIONAL EXPERIENCE

Data Scientist, Taishin International Bank, Taiwan. Jan 2019 – Present

- Collaborated with customer service and digital banking functions on developing and applying natural language processing platforms.
- Led the development of contact center text-to-speech data pipelines using Hadoop, Kafka, and Elasticsearch.
- Developed house loan campaign models using contact center corpus and CRM data, achieved 5x conversion rate and 4x revenue compared to the baseline, the best performant among big data models.
- Developed digital channel recommendation models using contact center corpus, achieved 6x conversion rate compared to mass marketing.
- Designed and developed a contact center corpus search engine using Flask and Docker to facilitate the exploration of customer voice and emergent issues, as well as improve the process of risk management and reporting.
- Designed and developed a message analytics dashboard using PowerBI to reduce the workflow of SMS accounting and cost management.
- Written industry award-winning papers on digital transformation projects, including Hybrid Data, Message Flow, and iAnalytics Platform.

EDUCATION

PhD. Student in Human-Computer Interaction Jan 2018 – Aug 2018

School of Computing and Communications, Lancaster University (UK)

- Areas of Research: Cross-Device Computing, Accessibility

MRes. Computational Statistics and Machine Learning, Distinction Sep 2015 – Sep 2016

Department of Computer Science, University College London (UK)

- Areas of Research: Proxemic Interaction, Machine Learning

BSc. Computer Science, First-Class Honours Sep 2011 – Jun 2015

School of Computer Science, University of St Andrews (UK)

- Areas of Research: Human-Computer Interaction, Interactive Systems

PUBLICATIONS

- 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.

- 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.
- 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.

AWARDS AND HONORS

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

LANGUAGES

- English (fluent)
- Chinese (native)
- Taiwanese (native)