

# CHIN HUI CHEW

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## SUMMARY

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Experienced in defining, building, and scaling products from the ground up at Microsoft and Uber, with a track record of getting things done and delivering real impact. Current work focuses on machine learning and natural language processing (NLP).

## WORK EXPERIENCE

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### MICROSOFT, COMMUNICATIONS INTELLIGENCE

Bellevue, WA, US

#### Senior Applied Scientist

February 2018 – Present

- Leading a team to develop new AI-based features on Outlook to help users triage their emails more efficiently
- Developed and evaluated state-of-the-art NLP models to predict email reply actions
- Improved current model in production by incorporating personalized action-based features
- Shipped the first user productivity-oriented metric for Outlook: the metric is a key shipping criterion for Focused Inbox classification experiments and new Outlook UX
- Drove collaborations with teams across functions and regions on rolling out new experiences. Collaborations include initiating functional testing, orchestrating offline data pipelines, deploying models to production, and metrics reporting
- Designed and implemented pipeline to analyze customer feedback on incorrect classifications of important emails, saving hundreds of hours per year

### MICROSOFT, COMMUNICATIONS INTELLIGENCE

Bellevue, WA, US

#### Applied Scientist Intern

May 2017 – August 2017

- Built a logistic regression model to predict important emails: insights contributed to product directions of Focused Inbox
- Processed petabytes of user data and feature-engineered over 60 predictors based on user actions, sender-recipient relationships, and historical data: newly engineered features contributed to improvement in prediction effectiveness

### UBER

Singapore

#### Operations Associate

July 2015 – July 2016

- Designed and executed A/B tests to increase engagement among riders and driver-partners, with at least 3 experiments yielding statistically significant results and increasing targeted ridership by almost 150%
- Influenced senior management to introduce mobile push and SMS notifications for Singapore riders as additional marketing channels by building a predictive model on expected response rate. Riders receiving SMS were twice as likely to take a trip
- Created driver incentives with weekly budget of over S\$100k and presented results in weekly citywide and regional meetings
- Constructed and scaled operations processes for Uber's car rental subsidiary, which grew 300%

### BNP PARIBAS

Singapore

#### Regulatory Compliance Analyst

August 2014 – June 2015

- Investigated escalated alerts to prevent money laundering and criminal action, preventing S\$200k in fraudulent transactions
- Automated trade monitoring by integrating Bloomberg and Excel, resulting in efficiency gains of 250 person-hours per year

## PROJECTS

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### KAGGLE

Bellevue, WA, US

#### Various Competitions

July 2019 – Present

- Ranked among top 5% of worldwide Kaggle users in Competitions category (Expert status)
- Attained top 7% in APTOS 2019 Blindness Detection with a CNN-based model to detect diabetic retinopathy
- Achieved top 6% in RSNA Intracranial Hemorrhage Detection with an algorithm to detect hemorrhage and its subtypes

## EDUCATION

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### HARVARD UNIVERSITY

Cambridge, MA, US

#### Master of Science in Computational Science and Engineering, GPA 3.92

August 2016 – December 2017

- Coursework highlights: Machine Learning, Data Science, Systems Development, Numerical Methods, Statistical Inference

### IMPERIAL COLLEGE LONDON

London, UK

#### Master and Bachelor in Biomedical Engineering, First Class Honors

October 2010 – June 2014

- Awarded Centenary Prize in Bioengineering as best MEng student with overall grade of 83%