

Chi-Hua Wu

Portfolio Website: chwu18019.github.io/ | (886)933-732-115 | Chi-hua.wu@uconn.edu | LinkedIn: [chwu](#) | Github: [chwu18019](#)

EDUCATION

University of Connecticut, School of Business

Sep. 2018 - May 2020

- Master of Science, **Business Analytics and Project Management**, GPA: 4.0/4.0
- Relevant Courses: Data Science with Python, Predictive Modeling, Introduction to Deep Learning, Business Decision Modeling, Data Mining, Statistics in Business Analytics, and Business Process Modeling & Data Management

Fu Jen Catholic University

Sep. 2011 - Jun. 2015

- Bachelor of Science, **Statistic and Information Science**, GPA: 3.8/4.0
- Relevant Course: Mathematical Statistics, Multivariate Statistical Analysis, Time Series Analysis, and Regression Analysis

WORK EXPERIENCE

Cathay Life Insurance

Jan. 2021 – Present

Data Analyst

- Successfully developed and deployed the speaker verification model, leading to a remarkable reduction of 15% in the time required for the authentication process compared to the previous system
- Leveraged Python to develop robust models for identifying and quantifying the importance of features in diverse issues within the insurance industry, including identity fraud, claim prediction, and risk assessment
- Integrated data from different sources and databases into Tableau, ensuring data integrity and consistency across the visualizations, and allowing users to have a holistic view of the organization's performance and trends

University of Connecticut MSBAPM

Jun. 2020 – Nov. 2020

Research Assistant Scholar

- Built an interactive Plotly Dashboard with Python to identify the number of storms in CT and present other information
- Used TSFresh and KMeans to extract features from time series and to cluster the filtered storms

Potoo Solutions

Jan. 2020 – May 2020

Graduate Analyst Consultant

- Developed a predictive model to shed light on the new e-commerce centric supply chain and its most influential factors
- Used SQL and Python to clean, combine, filter, and restructure multiple large datasets (millions of records)
- Built multi-label classification models to discover patterns and insights regarding resellers and their product sources

University of Connecticut MSBAPM

Jan. 2020 – May 2020

Graduate Teaching Assistant – Dr. David W. Wanik, Data Science using Python

- Performed all assistant teaching duties including mentoring, lecturing, grading and researching
- Contributed to lesson materials and tutorials regarding data visualization, data wrangling, and machine learning packages
- The materials covered Python's packages: Scikit-Learn, Numpy, Pandas, Matplotlib, Seaborn, Plotly, PDP, and TSFresh

Forkaia

Sep. 2019 – Dec. 2019

Data Scientist Intern

- Performed customer segmentation analysis (KNN) with Python to discover patterns and insights regarding customer behavior
- Used SQLAlchemy to build a relational database from multiple files to increase the efficiency of managing data
- Built several binary classification models to determine the most influential features on the customer churn rates

Cadenza Innovation

Feb. 2019 – May 2019

Business Analytics Consultant

- Built an Energy Storage Systems model to determine the variables of Energy Storage to reduce energy cost and energy waste
- Used Excel Solver to optimize the battery usage and it could have saved ten thousand dollars and taken five payback years
- Presented a research project regarding Energy Storage to get an optimal component sizing for peak shaving

SIDE PROJECT

Airline Twitter Sentiment Analysis Project

- Presented a workshop to Atlas Air on project findings and potential usages for an internal audit team
- Discovered passengers' sentiment behind the streaming tweets (using Tweepy API) to improve the customer experience
- Used TextBlob NLP package and scikit-Learn package with Python to perform sentiment and text clustering analysis

TECHNICAL SKILLS

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- Data Analytics: Python (Numpy, Pandas, Scikit-Learn, Tensorflow, PyTorch), R, SAS, JMP, IBM SPSS, Microsoft Excel
 - Database Management: SQL (MySQL, Oracle Database), NoSQL (MongoDB)
 - Data Visualization: Python (Matplotlib, Seaborn, Plotly), Tableau, Power BI