Don Foh

don.foh@u.nus.edu ❖ +65 98240733 ❖ donfoh.com

PROFESSIONAL SUMMARY

Versatile technical professional equipped with 3 years of data science and full-stack development experience. Passionate about designing and building solutions to solve complex problems. Highly self-driven and quick at learning new things..

WORK EXPERIENCE

Singtel   **Jul. 2023 – Present**

Management Associate (Data Scientist), Group Enterprise | Jan. 2024 – Present   *Singapore*
- Developed a proposal generator and chat-bot web-app with React, FastAPI and LangChain that's fully integrated with Singtel SSO in 5 weeks
- Optimized GenAI code by converting synchronous functions to asynchronous functions, reducing runtime by 60%+

Management Associate (Data Scientist), Group IT | Jul. 2023 – Dec. 2023   *Singapore*
- Developed AI model for early prediction of customer intent from in-app interactions with 90%+ accuracy
- Formulated online optimization model to allocate coupons to customers in real-time, achieving 99% online-offline LP performance ratio
- Used Selenium and BeautifulSoup to scrape social media and app stores for user feedback and analyzed in-app user behavior data with process mining and statistical tests to identify 4 key improvement opportunities which were presented to senior leaders

Home Team Science & Technology Agency (HTX)   **Jan. 2023 – May 2023**

Data Science Intern   *Singapore*
- Developed feature with React, FastAPI and Prototypical Networks for Few-Shot Learning to allow non-technical users to train custom AI models capable of classifying textual documents with 90%+ accuracy
- Built and optimized text database search feature with full-text indexes, reducing time taken for users to find relevant documents by 80%.

NUS Institute of Operations Research & Analytics   **Apr. 2022 – Dec. 2022**

Research Assistant   *Singapore*
- Developed a text classification ML pipeline in Python using word embeddings methods and Support Vector Machine to improve ResMed's (a listed medical company) customer feedback classification accuracy by 8%
- Conducted in-depth research of scholarly articles and conceptualized 5+ novel methods to aggregate word embedding vectors, improving text classification accuracy by up to 10%

EDUCATION

National University of Singapore   **Aug 2019 – May. 2023**

Double Degree: BBA (Business Analytics) & BA (Comms. & New Media)   *Singapore*
- GPA: 4.63/5.00 (Highest Distinction) | 4.62/5.00 (Merit)
- Dean's List Sem 2 AY21/22 (Top 5%)
- NUS Business Analytics Consulting Team Vice President, NUS Fencing, Raffles Hall Basketball

SKILLS

- **Programming:** Python, R, JavaScript, SQL/NoSQL, React, Vue.js
- **Technical:** Machine Learning, Statistics, Data Mining, Data Visualization, Full-Stack Development, System Design
- **Languages:** English (native), Malay (proficient), Mandarin (conversant)