

# Chin Fang Hsu (Frank Hsu)

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## EDUCATION

### Santa Clara University

Santa Clara, CA

#### Masters of Science in Computer Science and Engineering

June 2024

- GPA 4.0/4.0
- Relevant Coursework: Computer Architecture, Algorithm Design and Analysis, Computer Network, Machine Learning

### Santa Clara University

Santa Clara, CA

#### Masters of Science in Information Systems

December 2022

- GPA 4.0/4.0
- Dean's List
- Relevant Coursework: Data Management System, Information Systems Analysis and Design, Data Analytics

### National Taiwan University

Taipei, Taiwan

#### Bachelor of Business Administration in Finance

June 2021

- Book Prize, 2020 (Top 5% of 2020 school year)
- Relevant Coursework: Data Structures and Algorithms, Machine Learning

## EXPERIENCE

### PaGamO

Taipei, Taiwan

#### Software Development Engineer / Product Manager

March 2022-June 2022

- Implemented functionalities on a reading platform and its database with Python and MySQL to flag students requiring extra learning support.
- Managed and oversaw development plans, including communicating requirements, designing systems, implementation, testing products, and deployment. Reported work process and presented a final report to external clients.
- Collaborated with education experts to generate models to identify students requiring extra learning support with Pandas.

### Ares, CO

Taipei, Taiwan

#### Software Development Engineer

November 2021-March 2022

- Developed merchandise management systems for business clients with C# and Analytics. NET. Implemented functionalities, including sales forecasting, inventory management, and cost control.
- Created time series analysis models for sales forecasting and generated an accuracy of 90% within 15% of NRMSE. Increase 50% of inventory turnover for retail products.

### National Taiwan University

Taipei, Taiwan

#### Research Assistant (Department of Information Management)

August 2021-November 2021

- Analyzed campus air quality data with Pandas and Matplotlib and formulated a prediction model to decrease RMSE by 20% using decision tree algorithms.
- Corresponded with the Department of Atmospheric Science to deploy over 40 environment sensors on campus. Tracked data generated by sensors to detect potential sensor malfunction.
- Proposed managing strategies and restrictions on school facility usage based on prediction models and air quality analysis.

### GoShare

Taipei, Taiwan

#### Operations Analyst Intern

January 2020-August 2020

- Initiated projects to design new software platforms for the customer service department. Collaborate with Software teams to implement and deploy new platforms.
- Migrated most department tasks, including replying to customer emails, tracking user payments, and detecting unusual user behavior, and reduced 50% of labor needs.
- Enhanced workflows and tools for the customer service department, increasing efficiency in solving inbound tasks by 150%.

## ACADEMIC PROJECTS

**Auto adjustment for Investment:** Utilized Pandas and Numpy in Python to project expected returns of stocks and bonds. Formulated efficient frontier and investment portfolios. Built functionalities to adjust portfolio annually to maintain specified return rates.