

Grace Chen

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EDUCATION

Northwestern University School of Professional Studies, Evanston, IL
Master of Science in Data Science
Specialization: Artificial Intelligence

March 2022 - Present

Boston University Questrom School of Business, Boston, MA
Bachelor of Science in Business Administration and Management
Concentrations: Management Information Systems, Operations & Technology Management

May 2021

TECHNICAL SKILLS

- **Machine Learning:** Classification, Regression, Clustering, Feature Engineering, Neural Networks, Tensorflow
- **Statistical Methods:** Hypothesis Testing, Confidence Intervals, Regression Models
- **Programming Languages & Softwares:** Python (numpy, pandas, scipy, pulp, scikit-learn, matplotlib, seaborn), R, Microsoft Excel, Power BI, Tableau, SQL, SAS, Snowflake

WORK EXPERIENCE

Senior Associate, Analytics
Liberty Mutual Insurance, Boston, MA

July 2021 - Present

Product Delivery

- Applied 'Great Expectations' Python package to evaluate whether a batch of data matches 632 expectations with distribution statistics using chi squared goodness of fit test and Kullback-Leibler divergence test
- Automated model monitoring process by using Windows Task Scheduler to create batch files, sending daily emails of tests results to stakeholders

Advanced Analytics & Modeling

- Applied 'Great Expectations' Python package to evaluate whether a batch of data matches 632 expectations with distribution statistics using chi squared goodness of fit test and Kullback-Leibler divergence test
- Automated model monitoring process by using Windows Task Scheduler to create batch files, sending daily emails of tests results to stakeholders

Analytics Transformation

- Created a scoring tool based off 3 logistic regression models with 40 variable relativities by collaborating with data scientists in aiding underwriters in submission triage
- Built linear regression models in R to test 15 metrics to identify possible causes for model drift and low bind rates

Product Design & Modeling

- Rescored previous model by combining 8,000+ excel files and SAS code to update rates and add minor coverages
- Constructed double lift charts to compare results of model predictiveness between the two Tweedie distribution models for 8 coverages

Analytics Intern - Emerging Technology
Liberty Mutual Insurance, Boston, MA

May 2020 - August 2020

- Utilized SAS and SQL queries to manipulate and assess data quality of over 12M customer service calls
- Developed recommendations to save over \$5M via robotic process automation in call centers to enhance telephony operations and boost customer satisfaction

CERTIFICATIONS

DataCamp: Python Programming, Python for Data Analysis, Modeling Concepts
Harvard University: Data Science - R Basics
Kaggle: Python, Introduction to Machine Learning

February 2022 - April 2022
November 2021
October 2020