Jai-Hua (Kevin) Yen

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I am a highly motivated, fast-learning, and innovative professional that specialized and have a high interest in data science with about two year experience in industry, and two year experience in academics. I am currently an AI Algorithm Engineer in TutorABC, where I integrate my skills in AI and statistics to give deeper inference in different prospective on business data.

Professional Experience

TutorABC, Taipei, Taiwan   2020 - Now
AI Algorithm Engineer

- Establish a customer churn (especially for refund) detection model with 81% accuracy (random forest model) to lower the refund rate by analyzing the refund reason individually and use LINE messages for customer care. In this project, I implement ETL, feature extraction, data modeling, and build the model service using Docker for the production stage
- Reduce 70% execution time of the original customer lead recommendation system and build this service using Docker to endue this service with high reproducibility and reliability
- Implement Nature Language Processing techniques (TFIDF & Bert) to improve the quality of the matching system between our customers and products by performing classification (k-means) of the contents of our educational materials
- Deploy Airflow, Docker Registry, and PyPi Server using Docker to provide AI Department with higher efficiency in MLOps and data pipeline
- Build ETL process to transfer data from BigQuery to private MongoDB for customer footprint analysis
- Design and analyze products based on the information of grouped customer features using factor analysis for customer clustering or classification
- Build Line Chatbot (Bert, FastAPI, and Docker) for Customer Service Department to increase response efficiency to customers
- Upload interactive dashboards with Tableau and Metabase and give data insights to stakeholder's interested KPI based on RFM, statistical, and machine learning models
- Apply Computer Vision (yolov3) to consumer's responses and company services (OCR) to extract more features of our products for data analysis in improving user experience

Skills

Software/Tools: Linux, Docker, Git, Airflow, Tableau, Metabase, Excel (Vlookup)
Programming Languages: R (Shiny), Python (Tensorflow, PyTorch, Scikit-Learn), MS-SQL, MY-SQL, MongoDB, SAS, C++
Languages: Mandarin (Native Speaker), English (TOEIC: 910)

Education

National Taiwan University, Taipei, Taiwan   2017 - 2019
Master of Science in Biostatistics

National Tsing Hua University, Taipei, Taiwan   2013 - 2017
Bachelor of Science in Quantitative Finance

Publication

Yen, J.-H., Chiu, C.-H. (2020). Richness estimation with species identity error. *Proceedings 62th International Statistical Institute (ISI) World Statistics Congress*, **Volume 6**, 401-408.