

# 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 one-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* 2020 - Now

- Establish a refund detection model to lower the refund rate by implementing feature extraction of customer's behavior on classes and services, and choosing the best model by evaluating the F1-Score from each trained model (Adaboost, Random Forest, Neural Network)
- Apply computer vision (yolov3) to consumer's responses and company services (OCR) to improve user experience
- Build recommendation system by Bert, FastAPI, and Docker and use it as the response of Line chatbot for customer service
- 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.
- Construct R Shiny Server and JupyterHub by Docker for producing interactive dashboards for stakeholders and BI tool for data analytics usage

*Data Analyst* 2021 - Now

- Design products based on the information of grouped customer features using factor analysis
- Build interactive dashboards and give data insights to each stakeholder's interested KPI based on statistical analysis and machine learning techniques

**National Taiwan University**, Taipei, Taiwan 2017 - 2019

*Lecturer* 2019 - 2019

- Held the discussion and presentation of tips and work description for teaching assistants of teaching calculus and statistics.

*Teaching Assistant* 2017 - 2019

- Teach lab courses of introducing programming languages includes: R and EXCEL
- Assist teacher in teaching statistics and linear algebra courses, and correction of homework and examination papers
- Evaluated as the top 10% teaching assistants in National Taiwan University and received the National Taiwan University Excellent Teaching Assistant Award

## Education

**National Taiwan University**, Taipei, Taiwan 2017 - 2019

*Master of Science in Biometry and Bioinformatics*

**National Tsing Hua University**, Taipei, Taiwan 2013 - 2017

*Bachelor of Science in Quantitative Finance*

## Skills

**Software/Tools:** Linux, Docker, Git, Tableau, Metabase, Excel (Vlookup)

**Programming Languages:** R, Python (Keras, Tensorflow), MS-SQL, MY-SQL, MATLAB, SAS, C++

**Languages:** Mandarin (Native Speaker), English (TOEIC: 910)

## 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.