Kin Wong

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Professional Experience

Ozil IT Consulting **February 2025 - Present**

Senior AI/ML Ops Engineer

- Built a GenAI-powered, multi-modal Streamlit app that takes voice input in Cantonese and converts it into formal written Chinese—overcoming the challenge of transcribing and structuring a primarily spoken dialect.
- Designed and implemented an LLM pipeline with human-in-the-loop feedback to refine transcriptions and generate high-quality, context-aware summaries.
- Eliminated cloud dependency and halved costs by implementing an on-premises ML pipeline with transformer models, enabling AI-driven automation of image tagging.

Optum **April 2022 – February 2025**

Data Scientist II

- Designed and initiated an LLM pipeline for extracting medical contract rates, aiming to prevent rate mismatches.
- Created an ML pipeline reduce 30% of claims in post-pay claim inventory with an increase of 20% true positive rate, reducing auditor needs by 2 across 3 platforms.
- Optimized claim audit prioritization and saved over $144K annually by using PySpark for data cleaning, feature selection, and feature engineering in a claim tiering pipeline.
- Supervised a production claim tiering pipeline in Apache Airflow, account for $13.8M in annual savings by ensuring system performance though resolving Kubernetes errors, managing Docker image builds, and performing Spark version upgrades.
- Collaborated with engineering and operations teams to address system performance issues and engaged with business stakeholders to provide insights and answers.
- Developed a Streamlit dashboard for a claim tiering pipeline, leveraged by leadership to track KPIs and key metrics like feature drift and recovery amounts, enabling actionable insights, business decisions, and early issue detection.

HP **July 2021 – April 2022**

NLP Data Scientist

- Developed a deep learning MLOps pipeline to process over 2 million call logs weekly, providing insights into product issues and enabling targeted actions by the operational team.
- Fine-tuned BERT models to classify unstructured text data from helpdesk call logs, improving classification accuracy by 15% as part of a MLOps pipeline.
- Implemented FastText and mBART models on premise to identify languages of conversational text and translate non-English text, enabling analysis of product issues from overseas customers.
- Apply mBART model to translate non-English text on premise to address customer issues in multiple languages.
- Increased classification model accuracy by 20% by summarizing call logs using a GPT model.
- Created an OCR image to text pipeline using easyocr and cv2, saving 50 hours of manual data entry per month.

Calpine Corporation **August 2019 – July 2021**

Data Scientist

- Engineered features and developed time series models for machine learning projects, including anomaly detection to correct faulty turbine sensor outputs.
- Developed data pipelines and a classification system using ensemble methods to transform power plant data and accelerate turbine maintenance processes.
- Created an NLP model to categorize business reports, enhancing report classification efficiency.

Data Analyst **July 2017 – December 2018**

- Streamlined system report for power plant users by developing a PowerApps application integrated with SharePoint.
- Designed, enhance, and test BIRT reports from EAM software Maximo utilizing SQL and JavaScript, delivering tailored solutions to meet business needs.
- Created on-demand SSRS reports using real-time data to improve power plant operational insights.

Certifications | Skills | Achievements

Azure certifications: DP-100 | AZ-900 | DP-900 | AI-900
Programming Languages: Python | R | JavaScript | SQL | Spark
Data Analytics/Data Science: LLM | NLP | Transformer Model | Data Wrangling | Dashboard
Achievements: OSS4AI 14th Hackathon Winner

Education

Master of Science (MS) Engineering and Data Science, University of California Riverside
Bachelor of Science (BS) Computer Information Systems, University of Houston