

# Lance Nguyen

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## Professional Summary

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Former professional tennis coach transitioned to a software developer with 1 year of AI engineering experience, eager to build and maintain AI applications and optimize RAG systems.

## Skills

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**Languages and Tools:** Python, JavaScript, HTML, CSS, Git, Flask, Django, AWS, Streamlit

**Machine Learning Stack:** PyTorch, LLMs, Prompt Engineering, LangChain, LlamaIndex, RAG

## AI Projects

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### RAG Optimization (Web App) | [Website](#)

- Analyzed Langchain and LlamaIndex frameworks to experiment with RAG techniques, exploring advanced indexing, vector store embeddings, and retrieval mechanisms

### SpotOn (Web App) | [Website](#)

- Architected an efficient communication pipeline with OpenAI API to generate answers to queries based on place reviews, ensuring a personalized and insightful interaction for users
- Automated data retrieval from Google Places API to enable place search functionality, using the API's powerful features for retrieving detailed information about places

### Qdoc (Web App) | [Website](#)

- Created an AI-powered article assistant that uses GPT-3.5 to summarize web articles and PDFs
- Designed a chatbot system that combines article content, user queries, and conversation history for GPT-3.5 to generate context-aware responses

### CooPA (Web App) | [Website](#)

- Implemented a LLM to generate contextually relevant responses by analyzing aggregated content from Google Search API results based on user queries
- Optimized the accuracy and reliability of content aggregation by using the BeautifulSoup library to web scrape visible text from HTML content retrieved through the Google Search API

### aiXtensions (Chrome Extensions) | [Github](#)

- Developed 2 extensions on Google Chrome that allows users to interact with a LLM by:
  - **[LookItUp]** Seeing the definition, synonyms, and antonyms of highlighted text
  - **[Persona]** Transforming highlighted text into different styles of language

## Work Experience

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### Medical Biller/Assistant Bookkeeper, Pacific Hearing Service

April 2022 – March 2023

- Managed end-to-end billing processes, submitting 400+ claims on CounselEar which resulted in increased client retention; concurrently, resolved 100+ open invoices for prompt payment

### Professional Tennis Coach, Lu Tennis Academy

April 2014 – April 2022

- Empowered 600+ students by executing training programs for beginner to national levels, which resulted in improved tournament ratings as high as: Blue Chips, 13 UTR, and 5.5 NTRP

## Education

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### San Jose State University, Bachelor of Science in Kinesiology

August 2019

- Dean's Scholar Award
- Captain of Club Tennis Team: directed tournaments and managed logistics for club events

**Online AI Courses:** Andrej Karpathy - Neural Networks, DeepLearning.AI - Prompt Engineering, LangChain Chat with Your Data, Building and Evaluating Advanced RAG Applications