

Lance Nguyen

lancemnguyen@gmail.com | 408-836-6377 | [LinkedIn](#) | [Github](#)

Skills

Languages: Python, JavaScript, HTML, CSS (Open to learning new languages)

Frameworks: React, FastAPI, Hugging Face, LangChain, LlamaIndex, crewAI, Django, Flask

Databases and Tools: MySQL, Docker, Node.js, Vite, Git

Other: Object-oriented programming, Software testing, Debugging, LLMs

Experience

Radical AI, AI Engineer Intern

April 2024 – Present

- Build full-stack web applications (FastAPI, Node.js, React, LangChain, Vertex AI) to generate personalized quizzes and flashcards in under 5 seconds, designed for students and educators
- Establish testing procedures to ensure model outputs are unique and formatted in JSON, enabling seamless data integration and boosting usability by 75%
- Lead a team of 7 interns to build a powerful multimodal worksheet generator with AI agents, resulting in a 65% improvement in student learning outcomes

Cyber Partner AI, Software Engineer Intern

March 2024 – Present

- Implement a personalized conversation system using RAG linked to a MySQL database, achieving over 60% precision at k (number of top retrieved results) during query time
- Boost user satisfaction by 90% through deployment and optimization of a high-performing, scalable Gemma-7b model on Hugging Face, a ML platform and Python library
- Evaluate NLP systems by calculating the F1 score for information extraction from messages, leading to a 80% increase in user engagement with chatbots
- Generate and annotate 6,000 data points for fine-tuning, boosting model performance by 85%

Pacific Hearing Service, Medical Biller

April 2022 – March 2023

- Processed 400+ claims and 100+ open invoices on CounselEar, achieving a 95% client retention rate and \$325k in revenue
- Managed end-to-end billing operations, facilitating smooth client/third-party communication

Lu Tennis Academy, Professional Tennis Coach

April 2014 – April 2022

- Collaborated with the coaching team to empower 600+ students by executing training programs for all levels, improving tournament ratings up to Blue Chip, 13.5 UTR, and 5.5 NTRP

Projects

Chatbot Solutions (Python, Django, LangChain, Flask, Streamlit)

November 2023

- Developed a suite of web applications utilizing LLMs and external APIs for information retrieval, summarization, review analysis, and retrieval-augmented generation on external data

AI Chrome Extensions (JavaScript, HTML, CSS, OpenAI)

October 2023

- Created 2 extensions that can highlight text on websites for language analysis and transformation

Education

San Jose State University, Bachelor of Science in Kinesiology

August 2019

Post-Baccalaureate Certifications

- **Illinois Tech:** Intro to Open Source Operating Systems (IP)
- **University of Alberta:** Software Design and Architecture (IP)

Mentorship with Senior Nvidia AI Researcher

January 2023 – Present

- Engage in private study sessions focused on neural network architectures, generative adversarial networks (GANs), agentic workflows, RAG, and prompt engineering