

Linh Nguyen

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EDUCATION

Bucknell University, Lewisburg, PA

May 2025

Bachelor of Science in Business Analytics & Bachelor of Arts in Computer Science

GPA: 4.0/4.0

Honors/ Awards: Dean's List (6 semesters); Dean and Fremont's Scholar; Beta Gamma Sigma Honor Society Member

Relevant Coursework: Predictive Modeling; SQL and Database Management; Data Mining; Prescriptive Analytics; Data Visualization; Data Structure and Algorithms; Linear Algebra; Statistics I

WORK EXPERIENCE

AI/ML Engineer Intern, New York Life Insurance Company

June 2024 – Present

- Create a Retrieval-Augmented Generation (RAG) LLM chatbot with **Llama3-8B backbone** on AWS (Bedrock, S3 Bucket and Sagemaker) to automate the handling of policy-related inquiries, achieving **90% accuracy** for yes/no answers and a **0.7 answer relevancy score**, significantly enhancing response efficiency
- Transition from using a public GPT API to using AWS for a Jira AI application to estimate user story points by connecting a Forge frontend to a remote Node.js backend connected to AWS Bedrock and implementing dynamic prompting via Llama3-70B, **improving model accuracy by 40%**
- Develop frontend of a Jira application using TypeScript and React, integrating data from ServiceNow and Confluence into a unified platform to support TDLC (Technology Development Life Cycle) management

AI Developer, University of Iowa

Mar 2024 – May 2024

- Developed a **multi-agent chatbot** by integrating **GPT 3.5 API** with Microsoft AutoGen framework to generate constraints, execute, and debug Gurobi code for supply chain optimization, designed to assist users with minimal mathematical or optimization backgrounds based on their requests

Research Assistant, Bucknell Analytics and Operations Management Department

Aug 2022 – Aug 2023

- Employed SQL to clean and manipulate a Home Mortgage Disclosure Act (HDMA) dataset of **500,000 records**
- Developed optimization and logistic regression models using Python (Pandas, Gurobi, Numpy, Matplotlib, and Scikit-learn) to identify areas in which future loan applications can be improved for higher success rates
- Successfully increased the acceptance rate of previously rejected applications in Philadelphia County, PA to **100%** through the application of the models

AWARDS/ ACHIEVEMENT

23rd Place, 2023 Microsoft & Purdue University "Data for Good" National Competition Sep 2023 – Nov 2023

- Automated medical documentation processes from transcripts of patient-doctor conversations utilizing Large Language Model (Hugging Face's flan-t5-large) in Python (Transformers), holding **23rd place** out of 290 undergraduate and graduate teams

Finalist, Business Analytics Competition at Manhattan College - Remote

Mar 2022 - May 2022

- Identified unique insights through data understanding that differed from modeling methods employed by other teams to bring the team to **top 10 finalist**
- Delivered insights and recommendations on future data collection to a panel of 10+ judges, leveraging Tableau, hypothesis testing (T-test and ANOVA test) on a global Covid-19 dataset with 200,000 records and 37 variables

PERSONAL PROJECTS

Uber Data Science Challenge

June 2023

- Increased **20%** in recall score by optimizing boosting models through hyperparameter tuning to predict which driver signups are most likely to start driving using Python (Pandas and Scikit-learn)
- Utilized R (ggplot2, dplyr) to perform exploratory data analysis and hypothesis testing (Chi-square test) to extract actionable insights for enhancing Uber's driver enrollment rate

Global Adobe Analytics Challenge - Remote

Sep 2022

- Acquired Adobe Analytics proficiency within 2 weeks, utilizing it to create impactful data visualizations to enhance Hilton Hotels' key performance indicators (KPIs) and improve guests' digital experience
- Collaborated with 2 members to pilot Hilton's infographic website based on market research and data analysis

SKILLS

Tools/ Framework: Python; R; SQL; Tableau; Java; JavaScript; TypeScript; React; Node.js; Postman API; Amazon Web Service (AWS); Adobe Analytics

Library/ Packages: Python (Pandas, Scikit-learn, Gurobi, Transformers, Numpy, Matplotlib); R (ggplot2, tidyverse, dplyr)