

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 (all eligible semesters), Dean and Fremont's Scholar, Beta Gamma Sigma Honor Society Member

Relevant Coursework: Data Structures and Algorithms, Software Engineering and Design, Operating System, SQL and Database Management, Predictive Modeling, Data Mining, Prescriptive Analytics, Data Visualization, Linear Algebra, Statistics I

SKILLS

Languages: Python, R, SQL, Java, JavaScript, TypeScript (React)

Cloud Services (AWS): Bedrock, S3, SageMaker, OpenSearch, IAM

Library/ Packages: Python (Langchain, Langraph, Scikit-learn, Gurobi, Transformers, PyTorch, TensorFlow)

Tools/ Framework: Git, Redis, Django, RestAPI, Tableau, Atlassian Forge Platform, Microsoft AutoGen, Adobe Analytics

WORK EXPERIENCE

New York Life Insurance Company

New York, NY

AI/ML Engineer Intern

Jun 2024 – Aug 2024

- Developed Retrieval-Augmented Generation (RAG) LLM chatbot with **Llama3-8B** backbone on AWS (OpenSearch, Bedrock, S3, SageMaker) to automate policy-related inquiries, achieving **90% accuracy** for yes/no answers and **0.7 answer relevancy**
- Implementing dynamic prompting via **Llama3-70B** and finetuning **Google BERT** for a JIRA AI application, improving the model accuracy to estimate user story points by **40%**, switching the application's public GPT API to use AWS Bedrock
- Developed a JIRA application using TypeScript and React, integrating data from ServiceNow and Confluence to create a unified platform supporting the Technology Development Life Cycle (TDLC) management

University of Iowa

Remote

AI Developer

Mar 2024 – Present

- Developed a **multi-agent chatbot** integrating **GPT-3.5 API** and Microsoft AutoGen to generate, execute, and debug Gurobi code for supply chain optimization. The chatbot was designed and fine-tuned to assist users with minimal math/optimization backgrounds

Bucknell University Analytics and Operations Management Department

Lewisburg, PA

Research Assistant

Aug 2022 – Aug 2023

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

PERSONAL PROJECTS

Code Companion - Senior Capstone Project

Aug 2024 - Dec 2024

- Developed a **VSCode extension chatbot** using **GPT-4o API** to assist students in introductory programming courses by answering conceptual questions based on course lecture notes and providing code debugging support using TypeScript
- Implemented guardrails using Langraph, text classification based on Bloom's Taxonomy and prompt engineering to ensure the chatbot guides students through conceptual understanding and debugging without directly providing answers
- Created a dashboard using Django to provide insights for instructors into students' struggles and understanding to identify areas for improvement

Uber Data Science Challenge

Jun 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

AWARDS/ACHIEVEMENTS

Top 10%, 2023 Microsoft & Purdue University "Data for Good" National Competition

Sep 2023 – Nov 2023

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

Finalist, Business Analytics Competition at Manhattan College

Mar 2022 - May 2022

- Identified unique insights through data analysis that differed from other teams' modeling methods, helping bring the team to the **top 10 finalists**
- 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**