

# Linda Lam

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## Skills

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|----------|--------------------|-------------------|-----------------------|--------------|----------------|
| ○ Python | ○ NLP / Chatbot    | ○ SPSS Modeler    | ○ Project Management  | ○ STATA      | ○ IBM Cloud    |
| ○ R      | ○ Machine Learning | ○ SPSS Statistics | ○ Financial Analysis  | ○ HTML       | ○ Google Cloud |
| ○ SQL    | ○ Neural Network   | ○ Microsoft Suite | ○ Strategy Consulting | ○ JavaScript | ○ AWS          |
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## Experience

### IBM

Oct 2018 – current     **SENIOR COGNITIVE ANALYTICS CONSULTANT**

- **Cognitive Consultant for Fortune 500 insurance provider-** Lead development team in a system migration project of their digital conversation agent. Administered knowledge transfer and training sessions for the client.
- **Watson Developer for large mortgage lender-** Designed, configured, and implemented dialog components. Defined, identified, and documented all cognitive use cases, operational metrics, and KPI's.
- **Cognitive Engineer for national bank-** Built a virtual demo via the IBM Cloud platform utilizing Watson Services to assist bankers in customer issue resolution processes.

**Non-project roles-** Big Data Patent Committee member; Chair of communication for CBD; Lead for FSS CBDS Dallas Chapter; IBM Lighthouse Learning & Knowledge Portal contributor; "Lunch n Learns" presenter.

Oct 2016 – Oct 2018     **ANALYTICS CONSULTANT**

- **Asset Analyst for defense contractor-** Managed and analysed configuration management database. Led accuracy and process improvement initiative.
- **Business Analyst for hardware database-** Delivered reports from data extracted from QMF to provide executive, operational and predictive reports to the finance and channel teams via IBM Intranet (Cognos).
- **Project Manager for cloud application team-** Provided project management and administrative assistance.

### FirstRate, Inc.

May 2013 – Jul 2016     **INVESTMENT PERFORMANCE ANALYST**

- Processed 10+ billion worth of assets in 22,000 portfolios for investment management firms and other financial institutions; Managed projects with clients to facilitate timely delivery
- Analyzed client data and schema to recommend viable wealth management solutions and develop reporting suite
- Managed and mentored auditors to ensure delivery of accurate performance data; setup and delegate assignments to support teams abroad.

Mar 2012 – May 2013     **PERFORMANCE AUDITOR**

- Conducted market research such as corporate actions to configure necessary data maintenance tasks
- Collaborated with clients; presented sources of calculations and product demonstrations
- Setup databases and resolve systematic errors causing erroneous returns; Reconcile holdings/transactions, rate of return, price maintenance, sector change, and attribution

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## Education

### University of Texas, Arlington

Aug 2013 - May 2015     **MASTERS IN ECONOMICS**

- Research: Utilizing STATA to analyse the association between unemployment rate and income inequality
- Omicron Delta Epsilon – The International Honour Society for Economics

Aug 2009 - May 2012     **BACHELORS IN FINANCE**

- Member of the Finance Society, Rotaract and Student Alumni Association
- Recipient of the Academic Connections Scholarship

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## Certifications

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| ○ Cognitive Services Data Scientist Badge by IBM        | ○ Global Business Services Consulting Academy by IBM     |
| ○ Neural Networks and Deep Learning by Deeplearning.ai  | ○ AI Skills Technical Accelerator Academy by IBM         |
| ○ Introduction to Apache Hadoop by The Linux Foundation | ○ Agile Explorer and Design Thinking Practitioner by IBM |
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## Awards

- Manager's Choice Award - 2016 awarded by Jean Glowacki for demonstrating the IBM Practice: Dare to Create Original Ideas
- Manager's Choice Award - 2017 awarded by Michael Hennings for demonstrating the IBM Practice: Share Expertise
- Manager's Choice Award - 2017 awarded by David Feshbach for demonstrating the IBM Practice: Put the Client First
- Manager's Choice Award - 2018 awarded by Kaushik Samanta for demonstrating the IBM Practice: Restlessly Reinvent
- Manager's Choice Award - 2019 awarded by Mark Branson for demonstrating the IBM Practice: Put the Client First