

LINDA LAM

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Will Relocate

EXPERIENCE

SENIOR COGNITIVE AND
ANALYTICS
CONSULTANT
SEPT 2018 - PRESENT

ANALYTICS
CONSULTANT
OCT 2016 - SEPT 2018

PERFORMANCE
ANALYST
MAY 2013 - JUL 2016

AUDITOR
MAR 2012 - MAY 2013

SKILLS & CERTIFICATIONS

IBM

Helped clients undergo digital transformations to improve business operations and performance through the Watson AI and Data platform:

- Watson Assistant Developer for mortgage lender - Designed, built and led continuous improvement cycle for survey chatbot
- Asset Analyst for defense contractor - develop processes to increase asset inventory database accuracy for billing and reporting
- Watson Practitioner for insurance firm - Supported the WEA to WCS "As-Is Migration" and delivered increased accuracy of chat-bot responses.
- Cognitive Engineer Consultant for bank- Built and deployed a chat-bot demo utilizing Watson Services to assist bankers in customer resolution processes.
- Business Analyst for GHD - Delivered reports from data extracted from QMF to provide executive, operational and predictive analytical reports to the global pricing, finance and channel teams via the IBM Intranet (Cognos).

First Rate Inc.

Served performance solutions for clients in the following operations:

- Processed 10+ billion worth of assets in 22,000 portfolios for investment management firms and other financial institutions
- Researched market and technical issues causing erroneous data and collaborated with clients in finding effective solutions
- Conducted live product demonstrations/walked through calculations to explain causes of returns
- Facilitated company expansion into new territories abroad; Setup initial support team in preparation to delegate assignments

- Agile
- Consulting
- Statistics
- Project Management
- Data Analysis
- Python
- HTML / JavaScript basics
- SQL
- STATA
- SPSS Modeler/Statistics
- Machine Learning basics



EDUCATION

MS ECONOMICS
2015

University of Texas at Arlington
Omicron Delta Epsilon – The International Honor Society for Economics
Study abroad: Summer 2015 – Lessons from Iberia

BA FINANCE
2012

University of Texas at Arlington
Academic Connections Scholarship, Finance Society, Rotaract and Student Alumni Association

AWARDS

Manager's Choice Award - 2016 for the IBM practice Dare to Create Original Ideas.
Manager's Choice Award - 2017 for the IBM practice Share Expertise.
Manager's Choice Award - 2017 for the IBM practice Put the client first.