

Linda Lam

lindalam400@gmail.com | +1.214.429.7608 | linkedin.com/in/lindalam07

Skills

- Python
- NLP / Chatbot
- SPSS Modeler
- Project Management
- MS Project
- IBM Cloud
- SQL
- Machine Learning
- SPSS Statistics
- Financial Analysis
- MS Visio
- Google Cloud

Experience

IBM

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

- **Lead Data Expert for Fortune 500 financial services group** – Validated data and code extracts on lookback populations under a risk and compliance review;
- **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.

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**

- **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.
- **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).

First Rate, Inc.

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

- Processed 10+ billion worth of assets in 22,000 portfolios for investment management firms/financial institutions;
- 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

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

Certifications

- 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
- Conversation Experiences w/ Dialogflow by Google Cloud
- Master Course in Tableau 10 2019 for BI by Udemy

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