

Guiting Ye

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Related Experience

Apple Inc., Cupertino, CA

Jun. 2015 - Present

Data Scientist

- Led machine learning algorithm development for iPhone No Power On diagnostic across iPhone & iPad models, reduced unnecessary repair by 67%
- Developed iPhone audio diagnostic tools via feature selection and classification models; the audio diagnostic tools save 94% repair cost and improve customer experience
- Analyzed iPhone hardware diagnostic records and built Tableau dashboards to help other teams gain insights on iPhone quality, diagnostic tools' usage, service compliance/adoption rates and other KPIs
- Created different data collection tools using Python & MATLAB, and reduced data collection time by 44%
- Collaborated with cross-functional teams to develop new diagnostic tools, including identifying business needs, designing data collection experiment, developing core algorithm, and reporting diagnostic tools' performance to executive team

EMC Corporation, Hopkinton, MA

Jun. 2014 - May 2015

Data Analyst

- Received Excellence@EMC Silver Level Award for extraordinary efforts and outcome
- Developed a text mining application that helps users explore services records under different conditions and increased internal training efficiency
- Designed key metrics from customer surveys and built dashboards for marketing, sales and engineering teams to better monitor customer experience

University of Michigan, College of Engineering, Ann Arbor, MI

Jan. 2013 - Apr. 2014

Research Assistant

- Built a user-friendly dashboard to support daily data analysis using VBA and SQL
- Constructed an interactive visualization that helps people explore and evaluate the employment situation in the different states using JavaScript (D3.js) and HTML&CSS

Education

University of Michigan School of Information, Ann Arbor, MI, USA

April 2014

Master of Science in Information, Information Analysis and Retrieval Specialization, GPA: 3.91

Beijing University of Posts and Telecommunications, Beijing, China

June 2012

Bachelor of Management in Information Management and Information Systems, Top 5%

Certificate & Skills

EMC Proven Professional Data Science Associate (EMCDSA), Verification Code: JZ2WQ1ZQFMEEESJDN

Skills: Python, MATLAB, SQL, Tableau, VBA, R, JAVA, PHP, JavaScript, HTML & CSS