






Nguyen Khanh Linh, Ms.

Top Artificial Intelligence (AI) Voice of LinkedIn '24

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Summary

With 13+ years of experience in **Natural Language Processing (NLP)**, **Machine Learning (ML)**, **Data Science**, and Object-oriented programming, I bring a strong foundation to any project. My expertise extends to **MLOps**, and **software development cycle** with over 5 years of hands-on experience. As a part-time **researcher** at *DataScience-Works* lab in Australia, I stay at the forefront of industry trends and advancements. Currently serve as **Google Developers Group's Ambassador** and **advisor** to various C-levels of organizations.

Key Skills

- **Programming:** Python, MATLAB, Java, C/C++
- **NLP:** Topic modeling, document summarization, extraction, categorization, sentiment analysis, dialogue systems, generation, and neural machine translation
- **Machine Learning:** Statistical modeling, probability theory, decision trees, ensemble methods, SVM, using frameworks like Keras, Gensim, scikit-learn, PyTorch, and TensorFlow for classification, detection, and prediction tasks
- **Deep Learning:** RNN, LSTM, CNN, MemN2N, BERT, and other Transformer variations (e.g., BART, GPTs)
- **MLOps & ML Platform:** End-to-end pipeline development with feature stores and serving pipelines using AWS SageMaker and Databricks in Datalake ecosystems
- **Optimization:** Expertise in mathematical optimization (convex/concave, linear problem, large-scale) and LLM optimization techniques (Unsloth, FlashAttention, PEFT, LoRA/QLoRA)
- **Databases:** SQL (PostgreSQL, MySQL, MSSQL), NoSQL (MongoDB), big data frameworks (Hadoop, Spark) and Vector Database for Semantic searching like Chroma DB, Qdrant, Pinecone
- **LLM-RAG/Agentic LLMs Development & Deployment:** Experienced in using Langchain, LlamaIndex, Haystack, and LocalAI for full end-to-end offline and cloud LLM-RAG development & deployment
- **Other GenAI Applications' Development & Deployment:** Graphic Design and Layout generation & evaluation, multilingual Text-to-SQL, and context-switching dialogue systems with dynamic RAG

Experience

Obello, San Francisco Bay Area - Remote

Head of AI & ML

Aug 2024 – Present

In charge of researching, implementing and deploying state-of-the-art generative AI-based & Machine Learning models to enable design and marketing teams to instantly create beautiful, on-brand content at scale. Obello is an AI graphic design platform that creates on-brand marketing content 10

times faster than traditional methods. Obello accelerates the production process, enabling design and marketing teams to produce stunning, on-brand content at scale.

HeyJuni, Singapore

Co-Founder & CTO

July 2024 – Present

Developing cutting-edge digital platforms and tools that empower individuals struggling with emotions, feelings, and mental health challenges. By applying advanced AI capabilities, our startup provides personalized, accessible support - ensuring no one has to face these challenges alone.

Techcombank (TCB), Hanoi, Vietnam

Machine Learning Platform & AI Research Lead

Oct 2022 – July 2024

- Led and managed team of Senior Data Scientists & ML Engineers under Advanced Analytics & Innovation
- Developed internal TCB-based GPT chatbot, code generator, and neural machine translation model
- Implemented Large-scale Graph Machine Learning for transaction network and fraud detection

DataScience-Works lab, Australia

Researcher (remote/part-time)

July 2023 – Present

- Focus on cutting-edge research projects with Prof. Nayyar Zaidi research group
- Research areas include Optimization in Machine Learning, Data Synthesization, NLP and Adversarial Attacks

Zoala Pte. Ltd., Singapore

AI/ML Advisor (remote/part-time)

Oct 2022 – Apr 2023

- Led architecture design and roadmap planning for AI-powered mental wellness companion
- Managed AI development team across Singapore, Malaysia and Vietnam
- Conducted code reviews and provided technical guidance

AI Products & Solutions, Mediacorp Pte. Ltd.

Senior Manager / Data Scientist

Apr 2022 – Sep 2022

- Managed R&D projects on dialogue systems, including chatbots and task-oriented systems
- Developed solutions for grammar correction, topic modeling, sentiment analysis
- Led legal document summarization and text classification initiatives

Language Service team, Shopee Singapore

Senior Data Scientist / Senior Algorithm Engineer

Dec 2020 – Mar 2022

- Developed Multilingual Neural Machine Translation for cross-border markets
- Implemented and deployed large-scale, real-time NLP models for production
- Provided language-related technical support across teams

he[a]t AI Big Data Lab, Continental AG

AI Specialist

July 2018 – Dec 2020

- Led ContiTech Digital Assistant project as Chief NLP specialist & TPL
- Developed Voice-based "Connie" Digital Sales Assistant using Speech Recognition
- Technical Project Leader for AI in Software Engineering initiatives
- Integrated dialogue systems into support cycle, improving deployment efficiency

Institute for Infocomm Research (I²R), A*STAR Singapore

Research Engineer/Risk Management Team Leader

June 2015 – July 2018

- Developed Information Retrieval and NLP modules for MINDEF
- Implemented Part-Of-Speech tagging and Tokenization systems
- Designed and developed NLP module for Baidu Search

Crayon Data, Singapore

Data Scientist (Intern)

December 2014 – April 2015

- Implemented prototypes for information retrieval and extraction
- Developed semantic web and recommendation systems

IBM Singapore

Data Scientist and Researcher (Intern)

August 2014 – November 2014

- Developed data crawling and information extraction systems
- Implemented text mining solutions using Python and Apache Solr

Education

AI Safety Fundamentals, BlueDot Impact

AI Alignment & Safety Certification

2024

Intensive study of AI misalignment, adversarial attacks, and mechanistic interpretability, and developed open-source project "Pressure-sense" investigating AI systems' understanding and response to pressure, examining both performance metrics and ethical implications

Georgia Institute of Technology

Postgrad – Computer Science

2020 – 2021 — Dropped out

National University of Singapore

Master of Knowledge Engineering/AI Systems July 2015 — Singapore Government Scholarship

Thesis: "Simpler Choices" using Data Science and Recommendation system approach

FPT University

Degree of Engineering, Software Engineering

Dec 2013

Thesis: "Fall Detecting Device using wearable sensor"

Selected Publications

1. Nayyar Zaidi, **KL Nguyen**, et al. *Aspect-based Automated Evaluation of Dialogues in Call Centers*, Knowledge-Based Systems Volume 279, 2023
2. Y Ma, **KL Nguyen**, F Xing, E Cambria. *A survey on empathetic dialogue systems*, Information Fusion (2020)
3. **Nguyen, K. L.** & Nguyen, M. H. *Cyberbullying and its effects on Vietnamese youth*, Regional Conference of Psychology, Vietnam (2017)
4. **Nguyen, K. L.**, Nguyen, D. K. T. & Nguyen, T. H. *Effectiveness of Online Peer Support Group and Its Interventions: A Case Study of Beautiful Mind Vietnam*, Regional Conference of Psychology, Vietnam (2017)

Patents

1. Personalized Dialogue System Powered by Dynamic Knowledge Graph using Active Learning – Main author, under Continental Automotive Pte. Ltd (2020)
2. Passenger Privacy Preservation With Federated Learning Based On Canonical Correlation – Co-author, under Continental Automotive Pte. Ltd (2020)
3. Singlish Tokenizer – Main author, under A*STAR (2018)

Selected Awards and Certificates

- AI Alignment & Safety, AI Safety Fundamentals 2024 (BlueDot Impact)
- Databricks Machine Learning in Production 2024
- Excellent Employee award, Techcombank 2023
- DeepLearning.AI TensorFlow Developer Professional Certificate 2021
- Natural Language Processing (Advanced Machine Learning Specialization) 2020
- Responsible Conduct of Research Certificate 2016 (CITI)
- Develop a Risk Management Implementation Plan 2016 (Singapore Workforce Skills Qualifications)
- Finalist in the ISS-MAS Data Visualization Hackathon 2015 (Monetary Authority of Singapore)
- Third prized of ASEAN IT Competition skills, Hanoi (2007)