

EDUCATION

Dartmouth College, Hanover, NH

June 2021

- **Mathematics, Computer Science B.A.**, GPA: 3.95 / 4.00
- **Honors:** Summa Cum Laude, Phi Beta Kappa, Rufus Choate Scholar, Presidential Scholar, Neukom Scholar
- **Relevant Coursework:** Algorithms, Software Design & Development, Full Stack Web Development, Machine Learning, AR/VR development, Computational Linguistics, Linear Algebra, Real Analysis, Probability Theory, Statistical Modelling

WORK EXPERIENCE

Appian Corporation (Low-Code Software Enterprise)

Sep 2021 – Present

Associate Consultant (Developer)

- End-to-end development of app features to digitize the full lifecycle of DC Central Kitchen's grocery delivery management system. Redesigned app UIs, improved search functionality on order records and developed digital packaging slips for product field staff to track and update their delivery tasks in real-time.

Keystone Strategy (Strategy & Tech Consulting Firm)

Jun 2021 – Sep 2021

Data Science Intern

- End-to-end development of digital platform backend to predict precise repair solutions to defected home appliances.
- Pre-processed 170,000+ rows of customer service data, and trained **deep learning NLP model** to outperform currently employed 3rd party software, increasing prediction accuracy from 89% to 98.6%.
- Built proprietary software codebase (~ 600 lines of Python code) for industry-leading repair intelligence company, increasing their enterprise value by double digits, at an estimated \$200 million.

Digital Applied Learning and Innovation (DALI) Lab (Social Impact Tech Organization)

Product Manager

Mar 2021 – Jun 2021

- Led a team of 6 at a startup-incubator to develop *Anivision*, a **Unity VR application** simulating animal perception.
- Spearheaded project roadmap, product specs and user testing to develop core gameplay mechanics and refactor codebase.

Code for Equity Fellowship at Impact Labs (Social Impact Tech Organization)

Software Developer

Dec 2020 – Jun 2021

- Collaborated with 5 fellows to conduct UI/UX design and full-stack development of a **web app** (React, Node.js) creating gamified educational curriculum for accessible web design, dedicated to increasing awareness for users with disabilities.

Harmonize (HR management SaaS company)

Jul 2020 – Sep 2020

Data Science Intern

- Employed SQL to curate product usage data; Used Python to develop a **logistic regression model** to forecast 3-month customer churn; performed customer segmentation analyses and devised renewal marketing strategies.
- Conducted 15+ **customer interviews** and scraped product reviews from web review platforms to reveal software defects.
- Worked with engineering team to improve **automated chatbot features**, boosting product adoption by 22% in 3 months.

JoyAether Limited (Mobile Solutions Startup)

Jul 2018 – Aug 2018

AR Software Engineer Intern

- Citibank HK: Led 2-month rapid development of a **mobile-banking app prototype** from scratch. Communicated with client for project scoping, defined timelines and KPIs, coordinated team meetings to set milestones and plan project sprints.
- SnapPop: Developed an **Augmented Reality mobile shopping app**, featuring reward games and 3D product modelling. Conducted Unity AR development, QA testing, and user research to support engineering, UX and marketing divisions.

RESEARCH + PROJECTS

NLP Research Scientist at Dartmouth Sustainable Health Labs

Python

Jun 2020 – Jun 2021

Research: Understanding Public Perception and Communication around Telehealth during the COVID-19 Pandemic

- Applied **sentiment analysis** and **hetero-functional graph theory** to characterize healthcare provider and patient communication patterns in the Twitter social network. Thesis published in *IEEE* and *INFORMS* scientific journals.

Autonomous Vehicles Research Scientist at Dartmouth Robotics Lab

Python

Mar 2021 – Jun 2021

Research: Autonomous Robotics Motion Planning

- Devising an **obstacle avoidance system** for autonomous surface vehicles. Implemented 3D LIDAR point cloud clustering for object detection and classification, and an Extended Kalman Filter to estimate object positions based on motion models.

Technical: Python, R, SQL, Java, C, C++, C#, HTML/CSS, JS (Node, React, Express) **Languages:** Cantonese, Mandarin, French