Lynn Chien

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Education

University of California, Berkeley — Berkeley, CA
Bachelor of Arts in Data Science, Cognitive Science — *Aug. 2022 – May 2026*

Silverado High School — Las Vegas, NV
High School Diploma — *Aug. 2018 – May 2022*

Experience

Data Science Intern — June. 2025 – Present
Clover Network, Inc. — *Sunnyvale, CA*

- Developed an XGBoost-based classification model to map AI chat session queries to appropriate agent ticket categories, enhancing support workflow automation
- Engineered semantic features from chat queries using SBERT embeddings to improve model accuracy
- Leveraged Google Cloud's Vertex AI (Gemini) for scalable training and experimentation with various models, including logistic regression and ensemble method

Research Assistant — Jan. 2025 – Present
Education Department at UC Berkeley — *Berkeley, CA*

- Co-design assessment tasks following a template/specifications and develop innovative tasks
- Contribute to the development/refinement of scoring guides and selected-response version of tasks
- Use Python/R to analyze student responses and develop automated scoring based on machine learning techniques

Course Director — Aug. 2023 – Dec. 2024
Data Science Society — *Berkeley, CA*

- Lecture 40+ students on statistical models and basic machine learning through the development of engaging materials such as games, presentations, and worksheets
- Guide teams of undergraduate students through exploratory data analysis utilizing real-world data, integrating skills such as data visualization, statistics, and machine learning to develop final projects on regression and classification
- Organize and develop academic resources for the course for students with no prior coding experience, such as worksheets and textbook chapters, in order to facilitate learning and expand data science accessibility

Accessibility Support — Mar. 2024 – Oct. 2024
College of Computing, Data Science and Society — *Berkeley, CA*

- Facilitate accessibility for hearing and visual impairments through adjustments of course material in Python notebooks for Data 88E to be developed as a data science edX course to convey information for a broader audience

Projects

Cyberbullying Detection | *Python, Natural Language Processing, Scikit-learn, Feature Engineering* — Dec. 2024

- Developed a predictive model through data mining and ML methods to detect cyberbullying in social media text from an open source dataset, analyzing features and achieving an accuracy of above 70 percent

Predicting Student Performance | *Python, kNN Regression, Scikit-learn, Deepnote* — Nov. 2024

- Built a model using k-nearest neighbors regression in order to predict student performance based on various factors, such as sleep hours and previous hours studied, achieving an accuracy of above 50 percent

E-mail Fraud Detection | *Python, Logistic Regression, Scikit-learn, Seaborn, Cross Validation* — Dec. 2023

- Designed a logistic regression model to predict whether incoming emails are spam or "ham" (non-spam), achieving a classifier with more than 85 percent accuracy through feature engineering and principal component analysis

Technical Skills

Languages: Java, Python, SQL, JavaScript, HTML/CSS, R
Frameworks: React, Node.js, Flask
Developer Tools: Git, VS Code, IntelliJ, Microsoft Excel, Figma, Adobe Creative Cloud, Jira, PowerBI, Tableau, Jupyter Notebook, Deepnote
Libraries: Pandas, NumPy, Matplotlib, Seaborn, Scikit-learn, TextBlob, PyTorch, TensorFlow, SciPy