

✉ mindyng88552@gmail.com
🌐 mindyng.github.io
☎ 5105082455
in
www.linkedin.com/in/mindyng85
🌀 mindyng

I empathize with customers to relentlessly meet their needs by being a collaborative thought-partner to stakeholders.

I hunger for business' growth through proactive exploration of ambiguous, complex problems to provide insights and creative recommendations to influence strategy.

I am passionate about user journeys, product innovation and defining success metrics. I am a data journalist to diverse disciplines and levels telling the business story of how a product is solving real customer issues.

I love data modeling, visualization, experimentation, statistical methods, forecasting, optimizing processes, teaching and managing up.

Skills

PROJECT MANAGEMENT

Defining KPI's
Scoping Out Business Problem
Defining Metrics of Success
Cross-Functional Collaboration
Insights to Stakeholders
Results/Output-Driven

LANGUAGES

SQL
Python

DATA ENGINEERING

Google Cloud Platform
PostgreSQL
Snowflake
dbt
Meltano
Dataform
Prompt Engineering

DATA WRANGLING

Data Cleaning
Data Integrity Checks / Assertions

STATISTICS

Descriptive Statistics
Inferential Statistics
Experimentation
Hypothesis Testing
A/B Testing

MODELS / MACHINE LEARNING

Linear Regression
Logistic Regression
Natural Language Processing (NLP)
Large Language Models (LLMs)

BUSINESS ANALYTICS

User Journeys
LTV Analysis
Churn Prediction
Cohort Retention Analysis
Time Series Analysis

VISUALIZATION / BUSINESS INTELLIGENCE

Looker
Tableau
Superset

MINDY NG

DATA ANALYST

Employment

Upwork/Fiverr

Freelancer
• Applying Data Science and developing AI for various clients' needs.

Remote
Oct. 2022 to Current

Mercari US

Data Scientist
Sept. 2022 to Oct. 2022
Hypothesis generator to investigate business opportunities, providing recommendations clearly and concisely as well as performing predictive modeling to impact business trajectory.

Palo Alto, CA
Sept. 2022 to Oct. 2022

- Helped build out search team's new metrics table in Dataform to power dashboards and assess experiment results.
- Analyzed price elasticity between highest GMV/most searched for category groups to understand buyers' demand change in relation to item price changes.

Mercari US

Business Intelligence Analyst
Aug. 2021 to Aug. 2022
Cross-functional partner to AI teams: User Understanding, Item Understanding, Seller Experience and Search by producing product experiment metrics, insights and ad-hoc analyses.

Palo Alto, CA
Aug. 2021 to Aug. 2022

- Created Search RFM segmentation to uncover customer behavior, personalize search and increase GMV.
- Investigated query chaining to understand search engine performance as well as searchers' persistence for casual and power users' high value purchases.
- Performed user journey funnel analysis across web to provide insights on platform's highest touch points for ML efforts to converge on.
- Analyzed navigation vs search activity to improve our UI to cover all our users' intent to drive north star metrics.
- Built statistical significance framework for experimentation at scale to add criteria for A/B tests before product roll out.

Forethought

Implementation Engineer
On the Customer Success team, leading all technical requirements and touching all aspects of the business: Product, Engineering and Sales
Implemented: State-of-the-art NLP models to help clients be geniuses at their job
Involved: Data Engineering, Data Science, Machine Learning/Artificial Intelligence, Business Intelligence -- owning whole data pipeline Post-Sale

San Francisco, CA
July 2020 to Sept. 2020

- Queried MongoDB to create customer business rules.
- Designed AI Training datasets to feed into XLNet and BERT models using Jupyter Python notebooks.
- Analyzed trained models' performance to deploy best automated NLU models for clients.
- Verified live models' predictions were successful via API calls to clients' Salesforce Help Desks.
- Reduced client's SPAM from 64% to less than 1%.
- Helped save client >\$20,000 in human labor cost from Customer Support Agents manually labeling tickets.
- Completed data analysis that contributed to signing of >\$400,000 deal with Instacart.

Immuno Concepts

Quality Control Analyst
• Built linear regression models to determine whether or not products were drifting from quality.
• Tracked trends and outliers to make manufacturing recommendations to management to create efficiencies and increase profit margins.
• Created product performance reports to drive key business investments for following quarter.

Sacramento, CA
July 2010 to Apr. 2019

University of California, Davis

Research Associate
Jan. 2005 to Dec. 2008
• Through repeated experimentation explored sigma70 subunit architecture to characterize macromolecular complexes involved in transcription of growth-related genes.
• Narrowed down which protein chain substitution in antibody-derived proteins fit best with research aims in pre-targeting radioimmunotherapy for Non-Hodgkin's Lymphoma.

Davis, CA
Jan. 2005 to Dec. 2008

Projects

Sentiment Analysis on LLM Chatbots

Examined popular chatbots' user sentiment to guide product roadmap and brand strategy.
Nov. 2023 to Dec. 2023

LTV and Churn Analysis on Lyft Drivers

Examined supply and demand of ride-sharing business by looking at trends and contributions to LTV and churn. Also performed retention cohort analysis to inform business strategy for two-sided marketplace.
Sept. 2023 to Sept. 2023

Recommendations to Improve Skip Rates for Meal Subscription Business

Used customer facts and order history to provide data-backed advice to remedy increased YoY skip rates for Tovola.
July 2023 to July 2023

Time Series Forecasting on Uber Eats' Vendors

Utilized 7,911 samples of date-stamped data and predicted which vendors were worth continuing business with based on ROI.
Dec. 2018 to Dec. 2018
Trended each vendors' data with Facebook's Prophet. Trends performed over a span of 15 months. Data further broken down into weekly and daily trends. Resulting model performance based on 30-day horizon producing 0.01 - 0.03 RMSE.

Publication

American Chemical Society Publications · Mapping Protein-Protein Interactions by Localized Oxidation: Consequences of the Reach of Hydroxyl Radical
Feb. 2009 to Apr. 2009
Results provided fundamental information for interpreting protein foot-printing experiments in other systems.

Volunteering

CoronaWhy
Machine Learning Engineer

Apr. 2020 to June 2020

CoronaWhy is a globally distributed, volunteer-powered research organization of 1000+ members. They are using DS and AI to assist the medical community and policy makers answer key questions related to COVID-19. It's supported by Google, Amazon, NASA and other companies.

I was embedded within the Vaccine/Therapeutics Task team, helping the Paper Study Classification group build baseline models to filter papers based on study design.

Education

Springboard, Data Science Career Track

Jan. 2017 to Dec. 2017

University of California, Davis
Genetics Bachelor's of Science

Sept. 2003 to Dec. 2007