

Mindy Ng

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[Web Portfolio](#)

WORK EXPERIENCE

California Department of Health Care Access and Information | Oct. 2025 – Present
Machine Learning Engineer | Research Scientist | Sacramento, CA - Hybrid

California Department of Health Care Access and Information (HCAI) is a state agency dedicated to ensuring equitable access to quality healthcare for all Californians.

- Conducting health workforce supply and demand modeling to inform policy decisions.
- Optimizing machine learning models for healthcare workforce forecasting.
- Performing research to fill gaps in healthcare workforce literature.
- Refining methodologies for health workforce analysis.
- Evaluating program interventions to assess impact on healthcare access.
- Creating interactive dashboards for stakeholder insights and decision-making.
- Building scalable data pipelines for healthcare workforce data integration.

Apart Research | Jun. 2025 – Present
Fellow | San Francisco, CA - Remote

Apart Research is an independent research organization focusing on AI Safety.

- Exploring AI Alignment in ethics and mental health use cases with LLM evaluations.

Upwork | Oct. 2022 – Oct. 2025
Freelance Data Scientist | San Francisco, CA - Remote

Upwork is a global freelancing platform connecting businesses with independent professionals.

- Applying Data Science and developing AI applications.

Mercari US | Aug. 2021 – Oct. 2022
Data Scientist | Sep. 2022 – Oct. 2022 | Palo Alto, CA - Remote

Mercari US is a leading marketplace platform facilitating buying and selling among users.

- Analyzed price elasticity across user segments using SQL and Python.
- Implemented A/B testing methodologies for user behavior analysis.

- Collaborated to build a new search metrics table in Dataform for dashboards and experiments.

Business Intelligence Analyst | Aug. 2021 – Aug. 2022 | Palo Alto, CA - Remote

- Constructed statistical significance framework for experimentation.
- Engineered search RFM segmentation for personalized search.
- Investigated query chaining for enhanced search engine performance.
- Performed user journey analysis for optimizing platform touchpoints.
- Analyzed navigation vs. search activity to align UI with user intent.

Forethought | Jul. 2020 – Sep. 2020

Implementation Engineer | San Francisco, CA - Remote

Forethought is a technology company specializing in customer support automation powered by AI.

- Completed data analysis contributing to >\$400,000 deal with Instacart.
- Contributed to a significant cost savings with SPAM reduction.
- Led technical requirements on the Customer Success team.
- Designed AI training datasets for advanced models.
- Implemented NLP models to enhance customer support agents' workflow.

Immuno Concepts | Jul. 2010 – Apr. 2019

Quality Control Analyst | Sacramento, CA - Onsite

Immuno Concepts is focused on developing and manufacturing innovative diagnostic solutions for autoimmune diseases.

- Built linear regression models for quality assessment.
- Tracked trends and outliers, providing manufacturing recommendations for device quality feedback.
- Created product performance reports, influencing key business investments.

University of California, Davis | Jan. 2005 – Dec. 2008

Research Associate | Davis, CA - Onsite

University of California, Davis is a public research university known for its strong commitment to education and innovation.

- Conducted repeated experiments, exploring sigma70 subunit architecture leading to second authorship in Biochemistry (American Chemical Society), a peer-reviewed journal in the biochemical sciences.
- Applied research to narrow down protein chain substitutions in antibody-derived proteins for pre-targeting radioimmunotherapy.

EDUCATION

University of California, Davis | 2007

BS, Genetics | Davis, CA

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** Data Science Bootcamp, 2017; AI Alignment Courses, 2025
- **Skills:** Defining success metrics (KPI, OKR); Data modeling; Data cleaning; Assertions and integrity checks; Business Intelligence visualizations; Descriptive and inferential statistics; Product analytics; A/B testing; Regression analysis; Customer/user analysis (LTV, churn rate, retention); Time series analysis; Machine learning techniques (NLP, LLM); LLM evaluations; Health workforce modeling; Supply and demand forecasting; Program evaluation; Insight delivery; Cross-functional collaboration; Thought partner; Data tools: Snowflake, BigQuery, dbt, Dataform, Jupyter Notebooks, Looker, Tableau; SQL; Python; Customer empathy
- **Interests:** Human and machine cognitive neuroscience; AI Alignment and Safety; Healthcare equity; Swimming; Ping pong