MAI CHI BAO

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EDUCATION

2024 – Now **Ho Chi Minh City University of Technology** (*Master degree*)
Major: Computer science

2017 – 2022 **Ho Chi Minh City University of Technology** (*Bachelor of Engineering*)
Major: Electronics - Telecommunications Engineering (7.6/10)

WORK EXPERIENCE

2/2023 – Now **NAM A BANK**

Senior Machine Learning Engineer - Data Science Team Leader

- Fine-tuned a Vision LLM (Qwen2VL) model for golf scorecard extraction, achieving 83% higher accuracy than traditional OCR with just 30 samples.
- Developed an advanced RAG-based chatbot with LLM and model routing, reducing latency and cost by up to 100x.
- Building a facial recognition system with anti-spoofing functionality for 1.8M+ customers, aligning with Decision No. 2345 of the State Bank of Vietnam.
- Lead on Customer churn prediction with LightGBM offers over 78% accuracy while predicting 28.5% of the bank's overall customers.
- Keynote Speaker at International Conference on Economics 2023 about Big Data

2/2022 – 1/2023 **LONG Centre for Educational Development**

Algorithm Engineer

- Researching on Point Set Registration with Deep Learning approaches
- Compare techniques of Graph-based, Convolutional-based, and Pointwise MLP methods

RELATED PROJECTS

8/2024 - 10/2024 **Multilanguage Invoice OCR**

- Optimized invoice extraction for a German company using Vision LLM - Qwen2VL and OpenAI to meet specific needs.
- Developed and deployed a full-stack AI application (Python, ReactJS, MongoDB) on AWS (EC2) with Docker.
- Automated processes with DevOps/MLOps

ACTIVITIES

2/2018 – 6/2020 **Bach Khoa Music Club – Ho Chi Minh City University of Technology**

Club President

- Planning and Organizing BK's Got Talent 2018 | Xem Xém OLD | Lơ show… of more than 100 persons each with over 2000 new fan page followers during my time in charge

AWARDS/ ACHIEVEMENTS

2024 Received a promotion to the position of Senior Application Development at Nam A Bank.

2023 Award Effective Contribution in Nam A Bank (3 consecutive quarters)

2022 7.5 / 9.0 (IELTS)