NAM TRAN

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EDUCATION

Wake Forest University, M.S. in Business Analytics | GPA: 3.93 *May 2024*

SUNY New Paltz, B.S. in Business Analytics and Finance | GPA: 4.0 (Major) | 3.88 (Cumulative) *May 2023*
Honors: Outstanding Graduate Award, Outstanding Service Award, SOB Academic Award, National Test High Achiever Award

AREAS OF EXPERTISE

Business Consulting | Data Analysis | Finance | Database Design | Machine Learning | Generative AI | Project Management | Research

TECHNICAL SKILLS

Technical Tools: Excel, R, Python, SQL, SAS, Tableau, Power BI, Microsoft Office, Big Query, Git, Docker, Linux, Powershell/Bash

Machine Learning Frameworks: Supervised/Unsupervised learning, Cluster analysis, Scikit-learn, Tidymodels, TensorFlow, PyTorch

Big Data Technologies: AWS, Google Cloud, Microsoft Azure, OpenAI, Hugging Face, LangChain, LlamaIndex, Pinecone, Redis

***Professional Certifications*:** Tableau/Advanced SQL for Data Scientists, Machine Learning with AWS, Google Cloud Gen AI Learning Path, Microsoft Azure AI Vision, TensorFlow Developer Specialization, PyTorch and Deep Learning, Bloomberg Market Concepts

PROFESSIONAL EXPERIENCE

Sales Factory | *Graduate AI Consultant* | Greensboro, NC *January 2024 – Present*

- Cut labor hours by 50%, measured by budget analysis, by automating news brief generation with a proposed RAG system
- Constructed the chatbot by developing a data pipeline and model infrastructure with LlamaIndex and LangChain, ensuring seamless data extraction and integration with LLMs (GPT-4, Claude 3) for fast, accurate, and relevant responses
- Reduced monthly operational costs by 45%+ through the identification and implementation of open-source solutions (Hugging Face Models Integration) within the Azure infrastructure, contributing to overall cost - effectiveness

Skills Utilized: Azure, NLP (SpaCy, Llama Parse), LLMOps, Vector Database, SQL (Azure SQL, Cosmos DB), GUI (Streamlit)

SAS | *Graduate Machine Learning Consultant* **|** Cary, NC *September 2023 – Present*

- Led a 5-graduate team to achieve a 15% improvement in bad loan identification and a 10% boost in model classification by integrating personal financial data, economic indicators, and XGBoost modeling techniques
- Engineered an end-to-end machine learning solution encompassing data preparation, feature engineering, model training/evaluation that automated model selection, reduced codebase by 500+ lines, and boosted system efficiency
- Achieved seamless data integration and low-latency predictions by deploying the optimized model on AWS SageMaker

Skills Utilized: Machine Learning Pipeline, Hyperparameter Tuning, Model Testing, Feature Engineering, Visualization, Automation

SUNY New Paltz | New Paltz, NY
Financial Research Assistant *May 2022 – May 2023*

- Led the Student Managed Investment Fund to outperform the S&P 500 by 2% by developing financial and economic models, analyzing financial statements, writing insightful stock reports, and conducting in-depth company analysis
- Reduced portfolio risk 15% via stock weight rebalancing while maintaining returns
- Designed and populated a comprehensive portfolio database in MySQL by collecting stock data using R via Yahoo Finance API, Bloomberg Terminal, and provided data to fund analysts upon request for ad-hoc analyses

Statistics Teaching Assistant *October 2022 – May 2023*

- Awarded the Outstanding Service Award by the School of Business for exceptional contributions to student success, including boosting course pass rates by 20% through individualized support and tailored training
- Elevated student confidence in applying statistical concepts by 75% by designing materials that simplified complex topics

Skills Utilized: Visualization (Tableau), ETL (R, SQL), Portfolio Optimization, Financial Modeling, Monte Carlo Simulation

PROJECT EXPERIENCE

Visual Question Answering (VQA): Link *March 2024*

- Developed a high performance VQA app using the state-of-the-art BLIP model, enabling natural language questioning on images with accurate answers, leveraging containerization (Docker), version control (GitHub), and Streamlit deployment

Advanced Facial Detection System for MSBA Classroom Attendance: Link *December 2023*

- Enhanced facial recognition attendance tracking by 35% in recall and 40% in confidence against the school's existing system by integrating Amazon Rekognition API and optimizing image storage on Amazon S3

Multimodal Generative AI: Link *August 2023*

- Integrated two top-ranked Hugging Face LLMs into a multimodal AI system for bidirectional image-to-text generation
- Deployed the model with a Gradio UI, streamlining user interaction through effective web development and API integration

Other Projects: Link