

Xun (Neal) Yu

Fremont, CA

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PROFESSIONAL EXPERIENCE

Apple, AppleCare

Sunnyvale, CA

FORECASTING ANALYST

01/2020 - Present

- In charge of contact center demand forecasting in the EMEA market for 24 languages and more than 100 queues.
- Rebuilt baseline forecast model to take COVID impact into consideration via simulating the additional regressor (such as a shock variable) to model the impact of different waves of COVID. Also introduced the idea of classification before forecasting so that different language queues can be assigned to different customized models. Together achieved a 5% accuracy gain and 50% model running time reduction.
- Enhanced tier 2 queues prediction model via introducing a brand new adaptive smoothing model as well as a dynamic model selection procedure, resulting in a 4% accuracy improvement.

Tesla, Service Demand Planning

Fremont, CA

STATISTICIAN

09/2017 - 12/2019

- Created and delivered baseline statistical forecasts for all service parts and accessories (12,000+ SKU) from scratch, applied multiple algorithms including ETS, ARIMA, and dynamic regression that achieved 80% overall forecast accuracy.
- Highly shaped optimization skills via designing an integer programming tool to assign various parts to different demand planning managers to achieve balance and diversify the risk.

Spotlight Energy

Houston, TX

BUSINESS ANALYST

08/2016 - 09/2017

- Highly improved web scraping skills via developing a python web crawler to automatically retrieve pipeline EBB and trading data for daily report building.
- Invented a trading optimization model to automatically calculate the value of hundreds of natural gas shipping paths, based on spread, cut percentage, as well as existing capacity, resulting in more than 500K profit.

Texas A&M University, College of Education

College Station, TX

RESEARCH INTERN

05/2016 - 08/2016

- Successfully applied Hidden Markov Model in predicting the student's likelihood of mastering a certain skill based on his/her response sequence, providing a key component for a prototype of the adaptive online course.
- Innovated a neural network based model to detect whether the student is "wheel spinning" on a certain skill, increasing the recall rate by 10% and precision rate by 50%.

Education

Texas A&M University

College Station, TX

MASTER OF SCIENCE, INDUSTRIAL ENGINEERING

2014 - 2016

- GPA: 3.91; Passed CFA Level I Exam; SAS Base Certificate; Business Management Certificate

North Dakota State University

Fargo, ND

BACHELOR OF SCIENCE, INDUSTRIAL ENGINEERING

2010 - 2013

- GPA: 3.80; IIE Six Sigma Green Belt; Passed FE (Fundamentals Engineering) Exam

PROJECT

PAPER HELICOPTER DESIGN COMPETITION

03/2016 - 05/2016

- Achieved 50% fly time increment in implementing advanced response surface and robust design method to identify the optimized value for each variable such as wing length, wing width, and body length.

SOCIAL NETWORK ANALYSIS WITHIN MOVIES

05/2015 - 08/2015

- Strongly improved programming skills via designing algorithms to find certain structures of movie social networks. The objective is to find if there is any relationship between movie graph structure and ratings.

SKILL AND LANGUAGE

SKILLS: R, PYTHON, SQL, TABLEAU, SAS, VBA, POWER BI, ADVANCED EXCEL

LANGUAGES: MANDARIN CHINESE (NATIVE), ENGLISH (WITH WORK PROFICIENCY)