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# Nguyen Van Hoang

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## PROFILE

I am currently a Research Scientist at PayPal and a Master student at the National University of Singapore. My research area is User-generated Content Analysis and Data Mining, where most of my publications are related to Natural Language Processing (NLP) and Information Retrieval (IR).

## EDUCATION

**National University of Singapore, Singapore** — *Master of Computer Science, Artificial Intelligence*

August 2020 - June 2023 (Expected)

**National University of Singapore, Singapore** — *Bachelor of Engineering, Computer Engineering (honors)*

August 2016 - June 2020

## EXPERIENCE

**PayPal Holdings, Inc.** — *Research Scientist*

July 2020 - Present

- Noisy Text Normalization - contextually standardize language syntax using state-of-the-art Sequence-to-sequence Models
- Question Answering Retrieval - improve popular keyword-based retrievers with a Query Understanding Module and a semantic ranker built on state-of-the-art pre-trained Language Models

**Undergraduate Student Researcher, NUS Web Information Retrieval / Natural Language Processing Group (WING)** — *Undergraduate Student Researcher*

May 2017 - July 2020

- WING explores the research area of applied language processing and information retrieval to the world wide web and related technologies.

## PUBLICATIONS

Nguyen, H., & Cavallari, S. (2020, July). Neural Multi-Task Text Normalization and Sanitization with Pointer-Generator. In Proceedings of the First Workshop on Natural Language Interfaces (pp. 37-47).

Nguyen, V. H., Sugiyama, K., Kan, M. Y., & Halder, K. (2020). Neural side effect discovery from user credibility and experience-assessed online health discussions. *Journal of Biomedical Semantics*, 11(1), 1-16.

Nguyen, V. H., Sugiyama, K., Kan, M. Y., & Halder, K. (2018, October). Treatment Side Effect Prediction from Online User-generated Content. In *Proceedings of the Ninth International Workshop on Health Text Mining and Information Analysis* (pp. 12-21)

## AWARDS

### ASEAN scholarship

August 2016 - June 2020 (Expected)

- Covering full tuition fees and yearly allowance during undergraduate study at National University of Singapore

### Outstanding Undergraduate Researcher Prize (Individual) — *Leveraging Social Context in Fake News Detection with Graph Representation*

Academic Year 2019/2020

- Awarded to top undergraduate students for their outstanding research

### Deans' List

Semester 2, Academic Year 2019/2020

- Student Honours Roll

### Outstanding Undergraduate Researcher Prize (Group) — *Development of a novel artificial neural network for accurate diagnosis of acute medical conditions, rapid triaging, and right-siting based on patient-reported symptoms*

Academic Year 2016/2017

- Awarded to top student groups for their outstanding research