

# PAUL CHEN

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## PROFILE

Data Scientist with 3+ years of experience applying AI/ML and optimization techniques across management consulting, retail, manufacturing, and healthcare. Proven expertise in Generative AI, machine learning, and end-to-end deployment of solutions to streamline operations, improve efficiency, and drive business impact

- **Core Skills:** Python, SQL, R, Excel VBA, Power BI, TensorFlow, Gurobi, Alteryx, GCP, Azure
- **Technical Competencies:** GenAI, Large Language Model (LLM), Deep Learning, Natural Language Processing, Machine Learning, Time Series, Project Management, Data Visualization, Prescriptive Analytics (Mix-integer Programming), Predictive Analytics, Storytelling with Data

## PROFESSIONAL EXPERIENCE

### CVS Health

Jersey City, NJ

#### *Sr Decision Scientist*

May 2024 – Present

- Led end-to-end development and productionization of a GenAI chatbot, enabling natural language queries to dynamically generate SQL, connect to real-time databases, and deliver plain-language insights. Designed UI, optimized prompt engineering, and led UAT/pilot, improving non-technical user adoption and streamlining performance management processes
- Managed a team of 20+ FTEs (Data engineers, IT, and business stakeholders) to develop a GenAI solution that auto-populates prior authorization forms by extracting patient records, reducing human error, and shortening PA turnaround time by 60%
- Drove \$1M+ in annual savings through benefit verification analytics, leading projects such as copay assistance threshold optimization, ECS rejection automation, and task touch time reduction, improving operational efficiency

### AT Kearney – Kearney Data & Analytics Practice

Chicago, IL

#### *Sr Management Consultant*

Jul 2022 – May 2024

- Designed and delivered a Generative AI solution for a leading multinational IT company, reducing C-Suite decision-making time by 90% through AI-driven insights
- Pioneered 2 Generative AI PoCs for procurement optimization, improving spend categorization and contract metadata extraction efficiency by 70%
- Led the analytic workstream in a 4-wall assessment project for a leading outdoor retailer and built a master dataset, delivering high-quality analyses in baseline, labor models, cost-to-serve models, and internal/external benchmarks
- Conducted E2E supply chain diagnosis for a leading manufacturing company, resulting in savings of \$2M annually

### SIL International – Capstone (Linguistic NGO Affiliated with United Nations)

West Lafayette, IN

#### *Data Scientist Intern*

Jan 2022 – May 2022

- Reduced monetary cost and training time for a translation model by scripting an algorithm to optimize training datasets and provide a clear strategy for selecting semantic domains (translation content) via Python
- Devised a novel approach for translating rare languages, previously reliant on human translation

### Shootown Group (Shoe Manufacturer for Nike)

Qingyuan, China

#### *Research Team Lead*

Feb 2019 – Feb 2020

- Automated the inventory system using Excel VBA, cutting manual data entry time by 3600%
- Implemented a machine performance monitoring system for 3D printers, increasing productivity tracking
- Led a team of 5 to optimize workstation layouts using Python and Gurobi, minimizing assembly costs with models computable within 1 minute

## EDUCATION

### Purdue University, Krannert School of Management

West Lafayette, IN

*M.S. in Business Analytics and information management (STEM)*

May 2022

- Academic Honors | Merit Scholarship Recipient

### National Cheng Kung University

Tainan, Taiwan

*B.S. in Industrial and Information Management*

Jun 2020

## ADDITIONAL

- Volunteer Work: Suit up
- Interests: Cooking Enthusiast, Board Game Lover, Traveler, Meme Sharer
- Certification: HackerRank SQL (Advanced), Sustainable Supply Chain Management, 2023 Kearney Sustainability Scholar