# Mai Ngo

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## EDUCATION & CERTIFICATIONS

**DePaul University | Jarvis College of Computing and Digital Media**                          **Chicago, IL**
**Master's in Data Science** / GPA: 3.93/4.0 | Graduated with Distinction          Graduation: November 2024
- *Concentration:* Computational Method.
- *Scholarships:* Kellstadt Dean's Scholarship and Graduate Assistantship**.**

**University of Wisconsin-Superior (UWS) | School of Business and Economics**                 **Superior, WI**
**Bachelor of Science** | GPA: 3.67/4.0 | Magna Cum Laude                          Graduation: December 2019
- *Majors:* Finance, Economics, and International Business.
- *Awards:* School of Business and Economics High Achievement Awards and Dean's List.
- Non-Resident Tuition Waiver.
- *Scholarships:* Shippar, Don/Beam, Bob, Economics Program Enhancement Fund.
- Certification: Human Resources Generalist.

## PROFESSIONAL EXPERIENCE

**DePaul University | Jarvis College of Computing and Digital Media (CDM)**                 **Chicago, IL**
Graduate Assistant                                             September 2023 – November 2024
- Served as a graduate assistantship awardee at DePaul University, providing comprehensive tutoring to both undergraduate and graduate students in fundamental and advanced courses.
- Worked closely with university faculty to establish a robust coding foundation for data science and computer science students.
- Equipped students with insights into the significance of data cleaning and mining, prioritizing streamlined and efficient generalized use code over focusing solely on problem-solving.
- Mentored students in producing concise technical and executive summary reports, highlighting the importance of clear communication for non-technical audiences.
- Utilized a range of programming languages including Python, R, SAS, and SQL proficiently, employing both unsupervised and supervised machine learning models to enhance learning experiences and practical skill development.

**AIG Retirement Services**                                                       **Chicago, IL**
Divisional Office Coordinator                                         March 2020 – January 2023
- Worked with two Divisional Vice Presidents to meet annual performance goals through various approaches.
- Assisted 50 financial advisors with day-to-day tasks in business, compliance, correspondences, commission and licensing, Series exams, marketing, reimbursement, operations and technology.
- Managed audit logs for annual branch examination and the Division's financial activities across platforms.
- Created and imposed efficient job requisitions and onboarding process for new financial advisor.
- Organized on-site and off-site events, working with third party if necessary.
- Interacted with clients, plan sponsors, and groups contacts on behalf of the financial advisors and the DVPs.

**UWS Dean of Students Office**                                                   **Superior, WI**
Orientation Student Manager                                          June 2019 – December 2019
- Assisted the Director of Student Development in developing, preparing, implementing and assessing the UWS orientation programs for parent & family.
- Participated in student staff hiring process and co-supervised 18 team leaders for the Fall 2019 orientation.
- Managed internal databases in stocking, donation gathering, and filling orders for UWS food pantry.
- Served as a liaison to other on-campus organizations, sponsors, offices and departments.
- Provided excellent customer service to students, families and members of the UWS community.

**UWS Residence Life**                                                                            **Superior, WI**
Custodial Building Supervisor                                               September 2017 – December 2019
- Supervised employees, including planning and assigning work schedules.
- Approved and submitted employee timesheets to the Office of Financial Aid.
- Supervised the custodial work and ensure the tasks are completed in a timely manner.
- Managed inventory and prepared document when items are low.
- Collaborated with hall managers to ensure the best living conditions for UWS Residents.

## SKILLS & INTERESTS

- **Languages:** Proficient in both Vietnamese and English.
- **Skills:** Data Science & Statistical Analysis, Data Mining & Visualization, Data Warehouse, Recommender Systems, Natural Language Processing, Machine Learning Models, Deep Learning, Programming, Compliance, Project Management, Customer Service, Supervision.
- **Applications and programming languages:** AWS, SAS, SAP S/4HANA, SQL, Pandas, Numpy, Keras, Scikit Learn, TensorFlow, PyTorch, Tableau, R, Python, Jupyter Notebook, Hadoop MapReduce, Hugging Face, Power BI, Salesforce and Microsoft Office Suite.
- **Interests:** Running, Yoga, Hiking, Drawing & Painting, Cuisine, Sports and Personal Investing.

## PROJECTS

- **Semantic-driven Hybrid Recommender System for Chicago Airbnb Listings:** Built a system leveraging embeddings, sentiment analysis, and proximity to train stations to enhance Airbnb recommendations.
- **Item-based Collaborative Recommender for Yelp Establishments:** Developed collaborative filtering models to recommend establishments based on shared characteristics.
- **Building N-gram Language Models and Retrieval Augmented Retrieval:** Constructed and evaluated models for perplexity and retrieval efficiency using Mistral 7B and GPT-3.5 Turbo.
- **Sephora Data Warehouse - Return Policy Evaluation:** Designed a data warehouse to assess the effectiveness of return policies and inventory retention.
- **Airline Passenger Satisfaction Improvement Recommendation:** Applied data visualization to propose performance improvements based on passenger class.
- **Astrophysical Objects Time Series Classification:** Applied machine learning to classify time-series data of celestial objects.