

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 November 2024

- Concentration: Computational Method.
- Scholarships: Kellstadt Dean's Scholarship and Graduate Assistantship.

University of Wisconsin-Superior | School of Business and Economics **Superior, WI**
Bachelor of Science | GPA: 3.67/4.0 | Magna Cum Laude 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 **Chicago, IL**
Graduate Assistant September 2023 – November 2024

- Provided tutoring and mentorship to undergraduate and graduate students in fundamental and advanced data science courses as a graduate assistantship awardee at DePaul University.
- Collaborated with university faculty to develop a strong coding foundation for data science and computer science students, focusing on best practices in algorithm development.
- Instructed students on data cleaning, preprocessing, and mining techniques, emphasizing the importance of efficient, reusable, and scalable code for real-world applications.
- Mentored students in technical report writing and executive summary development, ensuring clarity in data storytelling for non-technical audiences.
- Applied Python, R, SAS, and SQL to teach students machine learning concepts, utilizing both unsupervised and supervised models to enhance their analytical capabilities.

AIG Retirement Services **Chicago, IL**
Divisional Office Coordinator March 2020 – January 2023

- Worked with two Divisional Vice Presidents to strategize and execute initiatives, achieving annual performance targets.
- Provided compliance oversight and operational support to 50 financial advisors, ensuring adherence to regulations and streamlining licensing, commission, and Series exam processes.
- Maintained and audited financial records across multiple platforms to ensure accuracy for annual branch examinations.
- Developed efficient onboarding processes and job requisitions for new hires.
- Planned and executed on-site and off-site events, collaborating with third-party vendors to ensure seamless operations.
- Served as a key liaison for client interactions, managing communications with plan sponsors and group contacts on behalf of financial advisors and Divisional VPs.

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, 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

Custodial Building Supervisor

Superior, WI

September 2017 – December 2019

- Scheduled and supervised employees to ensure efficient task completion.
- Approved and submitted accurate employee timesheets to the Office of Financial Aid.
- Oversaw custodial operations, ensuring tasks were completed efficiently and on time.
- Managed inventory and documentation for low-stock items to maintain supply levels.
- Collaborated with hall managers to enhance living conditions for UWS residents.

SKILLS & INTERESTS

- **Languages:** Proficient in both Vietnamese and English.
- **Programming Languages:** Python, R, SQL, SAS.
- **Machine Learning & AI:** Scikit-learn, TensorFlow, Keras, PyTorch, Natural Language Processing, Deep Learning.
- **Data Analytics & Visualization:** Tableau, Power BI, Pandas, NumPy, Matplotlib, Seaborn.
- **Big Data & Cloud:** AWS, Hadoop MapReduce, SAP S/4HANA, Hugging Face.
- **Other Tools:** Salesforce, Jupyter Notebook, Microsoft Office Suite.
- **Skills:** Data Science & Statistical Analysis, Data Mining & Visualization, Data Warehouse, Recommender Systems, Machine Learning Models, Programming, Compliance, Project Management, Customer Service, Supervision.
- **Interests:** Running, Yoga, Drawing, 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.