Terence Chow

Machine Learning Engineer/ MLOps Engineer/ Data Engineer

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IT Project Specialist • Coop Far East Ltd. • Remote / Hong Kong   Oct 2023 - Present

`PowerApp/PowerAutomate/PowerBI/ExcelScript/WebScraping`

- Streamlined travel expense management for 4 teams by implementing a Power Platform solution, resulting in a 50% reduction in turnaround time for payroll processing and expense reimbursement, enabling teams to focus on core business activities.
- Achieved high customer satisfaction by effectively resolving technical issues for 50+ users. Developed strong relationships as a reliable technical advisor through attentive and personalized support.
- Efficiently tackled complex business challenges through quick adaptation to new technologies, including Microsoft Power Apps, Power Automate, Power BI, and web scraping tools.

AI Developer • Intact Financial Corporation - Data Lab • Toronto, ON   Sep 2022 - Aug 2023

`DBT/ETL/SnowFlake/SQL/Oracle/MLOps/MLflow/PyTest/PowerBI/EDA/Jupyter/HugginFace/Streamlit`

- Improved DS team productivity by leveraging MLOps and automation tools, including Airflow, Git pre-commit configuration, and Power Automate, ensuring enhanced efficiency and reproducibility of ML model re-deployments.
- Conducted pre-development assessments of the NLP model, ensuring a consistent accuracy rate of over 90% across production and validation datasets. Implemented a comprehensive EDA, resulting in the identification of actionable insights for subsequent model iterations.
- Implemented into MLOps best practices by writing 30+ unit tests using PyTest, achieving an impressive 95% coverage, which contributed to the success of NLP model deployment.

AI Developer Intern • Intact Financial Corporation - Data Lab • Toronto, ON   May 2022 - Sep 2022

`JIRA/Confluence/MIRO/LLMs/GPT3/Airflow/GitHub/GitLab/CICD/Docker/Kubernetes/Linux`

- Researched and tested LLMs, evaluating time and space complexity for diverse NLP use cases. Utilized prompt engineering to guide GPT3 models in crafting synthetic emails for brokers' QA tasks. This innovative approach has shown promising results with a notable 28% reduction in email generation time.
- Established extensible Airflow pipelines with Senior MLE interacting with in-house DS data transformation tools, automating data extraction processes across multiple data warehouses, resulting in a 17% reduction in working time for DS teams.
- Implemented self-serve features in the in-house Linux-based command for 1,000+ users from Data Science Platform, resulting in a 10% reduction in monthly technical issues, leads to productivity of an entire Data Lab.

Software Engineer • Arima • Toronto, ON   Dec 2021 - May 2022

`Trello/Keras/NumPy/Matplotlib/GCP/Compute Engine/BigQuery/S3/CloudWatch/Flask/NodeJS`

- Enhanced generative AI model efficiency by implementing strategic script refactoring, modularization and model tuning and re-training, yielding a remarkable 30% reduction in model execution time.
- Built a salable data pipeline, orchestrating end-to-end processes including data cleaning, feature engineering, and seamless loading into BigQuery. Successfully expanded the pipeline to accommodate new data sources, facilitating the growth of a new business initiative in the US.
- Developed a flask-based backend for the company's SaaS platform, seamlessly integrating with AWS CloudWatch to monitor user behavior. Pioneered the creation of usage dashboards tailored for 100+ users, providing insightful analytics to enhance strategic decision-making.

Education

- MSc. in Computer Science • Lakehead University • Thunder Bay, ON   Sep 2019 - Aug 2021
- BSc. in Electricity Engineering • City University of Hong Kong • Hong Kong   Sep 2015 - July 2019