

Terence Chow

Toronto, ON M2J 3B8

437-881-5441

terenceylchow@gmail.com

linkedin.com/in/terence-chow

PROFESSIONAL SUMMARY

Self-motivated **Machine Learning Engineer** with 2+ years of experience in AI model development and deployment. Proven success in improving business processes with AI and automation, developing dashboards, and delivering data-driven solutions. Strong collaboration and communication skills, effectively working with cross-functional teams to achieve goals and drive improvement.

SUMMARY OF QUALIFICATIONS

- Dedicated Machine Learning Engineer with 2+ years of hands-on experience in AI model development, deployment, and monitoring
- Master of Science (M.Sc.) Degree in Computer Science, specialized in Artificial Intelligence
- Proven experience with deep learning frameworks such as TensorFlow, PyTorch, and Keras
- Solid understanding of machine learning concepts such as clustering, classification, face recognition, sentiment analysis, and prediction
- Strong knowledge of Python libraries including Scikit-Learn, NumPy, SciPy, and Pandas
- Proficient in developing web applications using React.js, Next.js, Node.js and Flask
- Solid interpersonal, verbal, and written communication abilities used to build relationships with co-workers, and to effectively communicate technical information in a clear and concise manner
- Flexible and adaptable, able to effectively manage changes to designs, plans, and project schedule timelines
- Experienced in coordinating and documenting workflows within Agile environments, using JIRA and Confluence to streamline project management
- Work well independently with minimal supervision and as a productive, efficient team player

WORK EXPERIENCE

IT Project Specialist

Coop Far East Ltd.

10/2023 - Present

Remote/ Hong Kong

- Developed 2 IT systems and 3 dashboards within 2 quarters, communicating with stakeholders to gather requirements, ensuring successful delivery and continuous improvement
- Collaborated with finance to digitize the travel expense claim process for 50+ users by building a Power App, boosting efficiency by 13%, and processing 40+ trips in 2023
- Organized travel expenses and departmental spending, building a Power BI dashboard. Improved budget management efficiency by 15% by enabling the monitoring of budgets
- Automated data collection and processing of 100k+ product data monthly from 30 competitors using web scraper and automation tools, systematically integrating data into SharePoint

WORK EXPERIENCE (CONTINUED)

AI Developer I

09/2022 - 08/2023

Intact Financial Corporation

Toronto, ON

- Planned and initiated an AI project with a data scientist using Gantt charts and JIRA, boosting planning efficiency by 30% and saving 2 hours weekly through clear task definition
- Improved efficiency by 6% within 3 months for the claim department's quality control by cosmetically upgrading the performance dashboard, and adding Power BI visualizations
- Implemented MLOps best practices by writing 30+ unit tests with PyTest and achieving 95% test coverage, enhancing the reliability of the NLP model
- Developed Power BI dashboards to monitor model performance, setting daily alerts to detect issues, leading to faster issue resolution with MLOps teams

AI Developer Coop

05/2022 - 09/2022

Intact Financial Corporation

Toronto, ON

- Automated data extraction and prediction processes using Airflow in 2 weeks, creating UML diagrams, setting up Airflow DAGs by Jinja, saving 1 hour of manual daily work for data scientist
- Evaluated the LLMs' performance in generating synthetic emails by examining quality results and resource tests. Created reports and presented findings for future development
- Implemented a feature in a CLI tool for users to track storage usage on a Kubernetes cluster, reducing support queries by 7% and enhancing resource management for 1000+ users

Software Engineer

12/2021 - 05/2022

Arima

Toronto, ON

- Enhanced efficiency of synthetic data generation by reducing the processing time of a TensorFlow-based machine learning model by 30% through feature selection, vectorization, and the implementation of multiprocessing techniques
- Conducted EDA on U.S. census data, analyzing demographic feature distributions, reordering and regrouping features, removing noise, and normalizing data, identifying 80% similarity with Canadian data
- Collaborated with a development team to build a user tracker dashboard, integrating Flask with AWS CloudWatch APIs, and providing user activity insights to improve engagement

Graduate Research Assistant

09/2019 - 08/2021

Lakehead University, Computer Science Department

Thunder Bay, ON

EDUCATION

Master of Science (M.Sc.) Degree in Computer Science, specialized in Artificial Intelligence

2021

Lakehead University

Thunder Bay, ON

Bachelor of Engineering (B.Eng.) Degree in Electricity Engineering (Honours)

2019

City University of Hong Kong

Hong Kong