Vi Ngo

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Education

City, University of London **London, UK**
MSc in Data Science (Expected Distinction) – Global STEM Leadership Scholar (50% tuition) *Oct 2024 – Sep 2025*

- Relevant Coursework: Machine Learning, Deep Reinforcement Learning, Neural Computing, Natural Language Processing, Big Data Analytics, Visual Analytics

University of Information Technology – Vietnam National University **Ho Chi Minh City, Vietnam**
BSc in E-commerce (Distinction) – Merit Scholar (Full tuition for 3 terms) *Sep 2019 – Aug 2023*

- Relevant Coursework: Data Structures & Algorithms, Data Mining, Business Analytics, Databases, Decision Support Systems

Experience

Saigon A.I. Limited Company **Ho Chi Minh City, Vietnam**
Data Analyst *Oct 2022 – Aug 2024*

- Developed ML models using Python to analyze user behavior data (typing patterns, field retries) for customer intent classification, achieving **25% increase in conversion rates** and **36% reduction in form abandonment**
- Built end-to-end data pipeline from SQL to Tableau dashboards for performance analytics, enabling data-driven decisions that improved worker productivity by **24%**
- Optimized complex SQL queries and database schemas, resulting in **40% faster website loading speed**

Technical Skills

Languages: Python (Proficient), SQL (Proficient), R, MATLAB, JavaScript
ML/DL Frameworks: PyTorch, TensorFlow, Scikit-learn, RLlib, OpenAI Gym
Data & Visualization: Tableau, Matplotlib, Seaborn
Cloud & Tools: Google Cloud Platform (GCP), Amazon SageMaker, Git, Excel

Individual Projects

Smart Pricing System for E-commerce using A.I | *Python, RLlib, PyTorch* **May 2025 – Sep 2025**

- Engineering DRL system to optimize pricing for 1000+ products, achieving **35% profit improvement** over fixed-price benchmarks
- Implemented neural network model for demand prediction based on dynamic pricing, enabling adaptive learning from market conditions

Sentiment Analysis for Amazon Reviews | *Python, BERT, LSTM, Scikit-learn* **Jan 2025 – Apr 2025**

- Built NLP pipeline processing large-scale review data with **88.76% accuracy** in sentiment classification (negative/neutral/positive)
- Optimized data preprocessing pipeline reducing preparation time by **30%**, implemented both traditional ML (SVM, Naive Bayes) and deep learning approaches (BERT, LSTM)

Depression Diagnosis using Deep Neural Networks | *Python, PyTorch, Scikit-learn* **Jan 2025 – Apr 2025**

- Developed multi-layer perceptron model achieving **85% accuracy** in depression diagnosis based on demographic and lifestyle factors
- Applied advanced validation techniques (cross-validation, regularization) improving accuracy by **20%** over baseline

Leadership & Activities

Vice-President, Website Development Society **University of Information Technology**
Led technical projects and mentored 50+ members in web development *Sep 2020 – Aug 2022*

The Knit Club Member **City, University of London**
Volunteering to knit blankets for homeless shelters in London *Oct 2024 – Present*