

# Wanxing Dai

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## EDUCATION

**University of Pennsylvania**, School of Engineering and Applied Science  
*Master of Science in Engineering in Data Science*, GPA: 4.00/4.00

Philadelphia, PA  
May 2023

**University of Illinois at Urbana-Champaign**, College of Liberal Arts and Sciences  
*Bachelor of Science in Statistics*, GPA: 3.99/4.00

Champaign, IL  
May 2021

- Minor in Informatics, Anthropology
- Bronze Tablet receipt (Top 3% of graduating class); Edmund J James Scholar; Dean's List

## Relevant Coursework

Applied Machine Learning, Ethical Algorithm Design, Deep Learning, Big Data Analytics, Database and Info Systems, Artificial Intelligence, Statistical Learning, Time Series Analysis, Data Visualization, Unsupervised Learning, Sampling and Categorical Data, Applied Regression

## INTERNSHIP EXPERIENCE

### **Synchrony Financial**

*Design Thinking Intern*

Champaign, IL  
May 2019 - August 2021

- Collected, organized, analyzed, and visualized quantitative and qualitative data in Python from 1000 financial habit surveys and 10 in-depth interviews to improve digital customer experience
- Redesigned more user-friendly and effective Verizon and Cathay Pacific credit card web activation sections by identifying user issues from feedback, ideating solutions, and creating concept prototypes
- Conducted text analysis and data segmentation on internal helpdesk data in Python (NLTK, spaCy) to understand associate pain points and uncovered opportunities to improve system efficiency
- Created 3 customer personas by using K-Mode clustering and topic modeling on 500 survey responses and identifying distinct characteristics to understand customer for autonomous persona generation
- Performed usability testing of an enterprise-wide deployment of hoteling app by designing testing questionnaire and analyzing user feedback to provide decision making

## PROJECT HIGHLIGHTS

### **Social Systems Computing Lab**

*Undergraduate Researcher*

Champaign, IL  
November 2020 - December 2020

- Compared and contrasted the popular topics discussed on Reddit by college students before and after COVID-19 by applying LDA model on about 800,000 Reddit posts and comments
- Conducted in-person interviews with 30 students from diverse backgrounds and obtain insights into students' safety perception during the COVID-19 outbreak to improve user experience of the Safer Illinois App

### **Social Computing Lab**

*Undergraduate Researcher*

Champaign, IL  
September 2020 - December 2020

- Validated and advanced methods for the relational analysis of text data in the Words and Networks project by comparing the accuracy, precision and F1 values for NER function in Python libraries (NLTK, Stanza, and spaCy)
- Cleaned and tagged raw text file with entity types for testing the accuracy of natural language processing models using Python library flair

## SKILLS

Technical: Python, R, Tableau, Java, SAS, SQL, Spark, AWS

Languages: Mandarin (Native), English (Fluent), Japanese (Basic)