Weiting (Ben) Ho

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Technical Skills

Expertise: Statistical Analysis, Machine Learning (*Supervised, Unsupervised, and Enforcement*), Data Preprocessing, Database Design, ETL (*Extract, Transform, and Load*), NLP (*Natural Language Processing*), Conversational Bot Development, Predictive Modeling, and Data Mining

Database: MySQL, MS SQL, and MongoDB

Programming: R (*Shiny, CARET, randomForest, Rpart, nnet, dplyr, and ggplot2*), Python (*TensorFlow, NumPy, Pandas, Matplotlib, Scikit-Learn, beautifulsoup, and Seaborn*), Node.js, SAS, MATLAB, and VBA

Tools: Google Cloud Platform, Tableau, PowerBI, MS Excel (*Data Modeling, VLOOKUP, Pivot*), Google Analytics

Professional Experience

Quantiphi, Inc.   **Massachusetts, United States**
Junior Data Science Consultant/Conversational Bot Engineer   Feb. 2021 – Present

- Developed web application in Node.js framework, controlling the fulfillment of the virtual agent
- Designed the conversational bot with 40+ FAQs on Dialogflow at the production level and integrated with 3rd party telephony service as well as client-host webpage
- Achieved a 4/5 outstanding yearly performance with well adaptive in the fast-paced working environment
- Provided assessments and POC for a healthcare company on their virtual agent

Institute of Statistics at Academia Sinica   **Taipei, Taiwan**
Data Science Research Assistant   Sep. 2017 – June 2019

- Minimized unpredictable risk by 83% and increased profit by 4% with an innovative trading model
- Programmed with R and Python to estimate conditional tailed expectation (CTE) for non-stationary time series process (GARCH family) to improve more than 50% efficiency on execution time
- Developed an automatic program to scrap the 5-minute to weekly stock quotes on Yahoo! Finance by using beautifulsoup and NumPy modules in Python
- Collaborated with a cross-functional team to develop strategy and structure to ensure on-time project completion

Cathay Life Insurance, Subsidiary of Cathay Financial Holding   **Taipei, Taiwan**
Data Scientist/Data Analytics   Sep. 2016 – Sep. 2017

- Improved 23% accuracy of detecting abnormal claim cases by constructing a claim risk scoring model using R
- Optimized the call service procedure to enhance customer satisfaction by reducing 30% call service waiting time
- Planned the project with an agile method and tracked the process for each team member once a week, and successfully closed the project 3 months earlier than the tentative date
- Spearheaded the implementation of a segmented linear regression model on claim data, real estate data, and maturity data in life insurance

Project

System Analysis on the Mobile App   July 2020 – Aug. 2020

- Analyzed the system and database structures for an app while delivering the innovative concepts on functionality by constructing entity relationship diagram, class diagram, and pseudo algorithms
- Designed a novel recommendation function for an app, combining TensorFlow API (word2vec module) with the current system to achieve the intelligent and customized recommendation

Credit Card Default Analysis   July 2020 – Aug. 2020

- Programmed for data processing, modeling and visualization with KNN classifier, logistic regression, support vector classifier, and neural network methods
- Executed the project and successfully identified the default customers with over 50% recall rate

Education

The University of Texas at Dallas, US   Aug. 2019
Master of Science in Information Technology Management   GPA 3.94

National Central University, Taiwan   Sep. 2013
Master of Science in Statistics   GPA 3.56

National Cheng Kung University, Taiwan   Sep. 2009
Bachelor of Science in Mathematics