

Ben (Wei-Ting) 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*), Predictive Modeling, APIs, and Data Mining

Database: MySQL, MS SQL, MongoDB

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

Analytical Tools: Tableau, PowerBI, MS Excel (*Data Modeling, VLOOKUP, Pivot*), Google Analytics, Google Tag Manager

Professional Experience

Cooperative Processing Resources

Texas, United States

AI Chatbot Developer

Aug. 2020 – Dec. 2020

- Implemented natural language processing (NLP) to categorize client's visiting purposes, refining the lengthy form-based process while reducing approximate 20% completion time
- Developed with Python and Rasa as the interface and completed the project from scratch within 8 weeks

Institute of Statistics at Academia Sinica

Taipei, Taiwan

Data Scientist

Sep. 2017 – June 2019

- Minimized unpredictable risk by 83% and increased profit by 4% with an innovated 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
- Visualized the stock price as an interactive dashboard with zooming, annotation, and drawing functions
- Collaborated with a cross-functional team to develop strategy and structure to ensure on-time project completion

Cathay Life Insurance

Taipei, Taiwan

Data Scientist

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% of 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
- Presented the effectiveness of marketing channels on each commodity by creating the dashboard in Tableau
- Spearheaded the implementation of 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

Dec. 2020

Master of Science in Information Technology Management

GPA 3.94

National Central University, Taiwan

June 2015

Master of Science in Statistics

National Cheng Kung University, Taiwan

June 2013

Bachelor of Science in Mathematics