

Lean Lin (Ming Yan, Lin)

[Web Resume](#) | [Gmail](#) | [LinkedIn](#) | [GitHub](#)

Certifications

- Stanford — Machine Learning Specialization
 - Google — Business Intelligence Specialization
 - Nvidia — Building LLM Applications With Prompt Engineering
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Professional Experience

Senior Business Intelligence | Coupang | 2025 Sep – Present

- AI/ML Lifecycle Deployment
 - Built a **hybrid semantic search model** (RRF, BM25 & BGE-M3 embeddings), achieving **+10% precision** and **+21% recall** with **<1.5s latency** to streamline support operations.
- Technical Program Management & Operations
 - Led **10+ data-driven and analytics initiatives** across operational workflows (e.g., process efficiency, SLA performance), collaborating with **4 cross-functional teams** to drive continuous operational improvements.
- Data ETL Pipelines & Automation Tool
 - Developed and maintained **5+ automated data pipelines** using **Python** and **Apache Airflow** to ensure data quality and availability. Created Chrome extension using the **Apache Superset API** to provide stakeholders with **real-time metrics**, reducing cross-system barriers and manual errors while **cutting audit time by 90%**.

Data Analyst, Business Intelligence | Shopee | 2024 Jan – 2025 Sep

- Executive-Level Dashboards & Insights
 - Designed and maintained **30+ performance dashboards/trackers**, transforming large datasets into actionable insights to facilitate faster executive decision-making.
- Data Warehousing & Data Quality
 - Built a **local CRM data warehouse** for better data manipulation and automation. **Standardized multi-department schemas**, improving data availability and **reducing computation time by 95%**.
- Statistical Analysis & Predictive Modeling
 - Built and deployed a **Prophet forecasting model** for operational prediction with **2.7% MAPE (train)** and **1.8% MAPE gap (valid - train)**, **cutting manual projection time by 95%**.
- Cross-Functional Collaboration
 - Managed data tool adoption programs, lecturing AI session for **250+ employees**. Partnered with **4+ cross-functional teams** to gather data requirements, develop analysis strategies, and effectively communicate findings.

Lead Data Analyst | Taiwan AiLabs | 2023 Feb – 2023 Dec

- Team Leadership & Program Delivery
 - Led a team of **3 data analysts**, and oversaw the delivery of analytics initiatives aligned with business goals.
- Anomaly detection & Analytics
 - Applied **ML methodology** and **Graph Community Detection** to detect and cluster atypical social accounts. Produced **40+ investigative visualizations and actionable findings**.

Senior Business Analyst | eLand Information | 2019 Mar – 2023 Feb

- End-to-End Analytics & Task Automation
 - Delivered **100+ analytics reports** by owning end-to-end workflows.
- Data Communication
 - Served as a lecturer for **25+ training sessions**, breaking down complex analytical strategies for cross-functional teams.

Education

Master Degree, Public Administration & Policy — National Taipei University | 2017 – 2021