

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