

# Yu-Ting (Sally) Chen

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## EDUCATION

### National Taiwan University

Sept. 2021 — Jun. 2026

*Bachelor of Business Administration, Information Management*

- Relevant Coursework: Web Application Programming, Data Structure, Algorithms, Database Management, Computer Networking, Data Analytics, Text Mining, System Analysis and Design

## WORK EXPERIENCE

### Microsoft

Jul. 2024 — Present

*Technical Assistant Intern*

- Implemented a Proof of Concept (PoC) for fine-tuning and deploying small language models (SLM) with Azure, assisting a client in securing a NT\$1M government proposal.
- Developed a Microsoft Teams bot integrated with Azure, Copilot, and Graph API to facilitate Copilot pre-sale sessions.
- Implemented a multi-agent system using Azure, RAG, and AutoGen to streamline AI-driven workflows for clients.
- Contributed to demonstrations and documentations for Azure to boost internal knowledge sharing and client enablement.
- Delivered technical assistance for 10+ official tours, showcasing Microsoft's latest technologies to guests.

### FinDA Lab, National Taiwan University

Apr. 2024 — Oct. 2024

*Research Assistant*

- Conducted Python-based data analysis on financial datasets, contributing insights for academic publication.
- Validated and extended published data models to support ongoing research and generate actionable insights.

### PwC Taiwan

Feb. 2024 — Jun. 2024

*Application Consultant Intern*

- Developed interactive front-end features with HTML, CSS, JavaScript, Bootstrap, and Vue.js.
- Automated Jira workflows to streamline cross-functional coordination, resulting in a 20% decrease of time.
- Built weekly reports with Python and Jira APIs, reducing manual data processing time by 50%.

### DBS Bank

Jul. 2023 — Aug. 2023

*Operations Intelligence Intern*

- Developed Python-based robotic process automation (RPA) tools to migrate 10,000+ transaction records, enabling seamless system migration from Citi Bank.
- Performed data analysis by creating dashboards in Python and Excel, reducing daily decision-making time by 40%.

## EXTRACURRICULAR ACTIVITIES

### NTU Data Analytics Club

Sept. 2023 — Jun. 2024

*Project Member (16% Acceptance Rate)*

- Developed 4 service quality metrics in Junyi Academy project, applying data analytics to real-world educational datasets.
- Strengthened proficiency in Python, machine learning, and data visualization through weekly hands-on lectures.

### Global Initiatives Symposium, National Taiwan University

Sept. 2023 — Jun. 2024

*Officer of Academic and Curations*

- Organized keynote speeches, project competitions, and workshops for a 5-day forum, engaging over 100 participants.
- Led a team of 4 members to design the artificial intelligence academic topic for discussion during the forum.

## SKILLS

**Programming Languages:** Python, JavaScript, SQL, C++, HTML, CSS

**Tools & Technologies:** Azure, Git, GitHub, Tableau, Figma, Excel, PowerPoint, Word, Jira, LaTeX

**Languages:** Mandarin Chinese, English