Grant Chen

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SUMMARY

Experienced data scientist with a robust background in statistical analysis and hands-on experience in implementing data-driven decision and machine learning solutions. With a proven track record of driving business growth across fintech, financial services, and tech startups. Proficient in optimizing marketing strategies, enhancing customer experiences, and delivering actionable insights through predictive model deployment, data analysis, visualization, and A/B testing. Valued for driving effective communication and collaboration.

EDUCATION

University of Chicago   Chicago, IL
M.S. in Statistics (GPA: 3.7 / 4.0 with scholarship)   Sep. 2022 - March. 2024
National Chengchi University   Taipei, Taiwan
B.S. in Statistics and Minor in Management Information Systems (GPA: 3.9 / 4.0 with Academic Award top 5%)   Sep. 2017 - Jan. 2022

SKILLS

Programming Languages: Python, R, SQL, SAS
Tools: AWS, Git, Hadoop, Spark, Linux, Flask, Elastic, Docker, Tableau, PowerBI, Excel, SPSS
Machine Learning Frameworks: Pytorch, TensorFlow, Keras, Scikit-learn
Knowledge: Casual Inference, Survey Study, A/B testing, Machine/Deep Learning, NLP, MLOps, ETL, Scrum

PROFESSIONAL EXPERIENCE

Billtrust - Chicago, IL   May.2024 - July. 2024
Data Scientist   *AWS, Snowflake, Salesforce, Excel, Matplotlib, Scikit-learn*

- Implemented data-driven Ideal Customer Profile (ICP) by advanced analytics and machine learning, collaborating cross-functionally with Product, Marketing, and Sales teams to integrate into Salesforce, increasing 23% sales win rate and 30% revenue
- Discovered market insights across global market leveraging customer segmentation, identifying growth opportunities and designing targeted strategy that increased new market penetration by 15%
- Deployed anomaly detection algorithms to identify data integrity issues, reducing error rates by 18% and improving data reliability for critical business decision-making

NORC at the University of Chicago - Chicago, IL   Oct. 2023 - March. 2024
Data Scientist   *Azure, ML Pipeline, PowerBI, XGBoost, Survey Study*

- Implemented a reproducible pipeline for identifying and visualizing data integrity in NORC's label prediction models and NORC's vendor data, targeting inaccurate labels and underrepresented populations to improve the representativeness of survey results
- Analyzed biases in predictions for African American individuals of NORC's labels prediction models by cross-referencing census tables and AmeriSpeak data, focusing on addressing misinformation and underrepresentation in demographic distribution

Data Science Clinic, Data Science Institute at the University of Chicago - Chicago, IL   Sep. 2023 - March. 2024
Lead Data Scientist   *HuggingFace, PyTorch, LLM, Generative Model, Sentiment Analysis*

- Headed team collaboration with Chicago Trading Company, employing prompt engineering on GPT4 for automating financial market tweet labeling and implemented LLM for sentiment scoring, reducing 16% of Mean Squared Error (MSE) in stock prediction
- Supervised collaborative development of Stable Diffusion generative model with Fermi Laboratory, achieving 92% accuracy in approximation of physics experiments
- Led the implementation of AI-enhanced policy management system in Argonne National Laboratory, leveraging Large Language Models and Neo4j graph database to achieve 80% reduction in manual effort for information retrieval and updates

Industrial Technology Research Institute (ITRI) - Hsinchu, Taiwan   June. 2023 - Sep. 2023
Data Scientist Intern   *AWS, PySpark, Docker, Flask, HuggingFace, LLM, ETL*

- Enhanced recommendation model by fine-tuning Large Language Models (LLMs) with HuggingFace for precise information extraction and accurate embeddings from product text descriptions
- Engineered end-to-end data pipeline by utilizing Spark for text preprocessing and Elasticsearch for unstructured data management, increasing 400% in data processing speed
- Deployed recommendation model on AWS EC2 using Flask and Docker, decreasing 67% response time and accommodating 100,000+ users during a high-traffic exhibition

Fubon Financial Holding Co., Ltd. - Taipei, Taiwan   July. 2020 - Aug. 2020
Data Scientist Intern   *Hadoop, PySpark, SQL, Tableau, NLP, Customer Segmentation, Customer Retention*

- Coordinated with cross-functional teams in Product, Marketing, IT, and Sales to transform actionable insights from customer segment and churn prediction model into effective strategies, increasing 36% financial product sales
- Established and maintained Tableau dashboards for real-time monitoring of marketing campaigns and sales performance, reducing 76% daily report generation time
- Implemented a combination of Selenium crawler and Natural Language Processing to label 20,000 merchants, reducing 80% manual processing time