

KIEN TRAN

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EDUCATION

Georgia Institute of Technology

Aug 2022 - Dec 2023

Master of Science in Computational Data Science

GPA: 4.0/4.0

- Coursework: Machine Learning, High Performance Computing, Information Retrieval Systems, Deep Learning, ML with Limited Supervision, Language Models, Operations Research, Regression Analysis
- Graduate research assistantship: Developed ranking models for assistive equipment for disabled patients

Foreign Trade University

Sep 2013 - Dec 2017

Bachelor's degrees – Double majors in Economics and Business Administration

GPA: 3.62/4.0

EXPERIENCE

Zalopay | Senior Data Scientist II

Nov 2024 - Present

- Build and deploy fraud detection models to detect fake accounts and prevent promotion abuse
- Develop credit scoring models to predict users' credit risk by mining transaction log and repayment patterns

WeightWatchers | Data Scientist (Search and Food data)

Jan 2024 - Nov 2024

- Applied language models to enhance the fidelity of food data and improve users' search and track experience
- Participated in the development and evaluation of LLM-powered features such as recipe chatbot, etc.
- Designed, implemented, and analyzed A/B tests to evaluate product features and improvements

Zillow Group | Applied Science Intern

May 2023 - Aug 2023

- Developed customer preference models achieving 3% overall and 8% key segment improvement in roc_auc; integrating contextual information with photo/text/graph embeddings and the transformer architecture
- Improved rental property recommendation with data-driven hypothesis and A/B tests implementation

One Mount Group | Lead Data Scientist

Aug 2019 - Jul 2022

- Spearheaded ideation, design, and development of personalization and recommendation data products
- Led an agile data science team, technical requirements, code reviews, evaluation, monitoring, team mentoring
- Collaborated cross-functionally to establish 70 predictive attributes for 11M users, doubling ML models' usage
- Deployed an automated lookalike engine using containerized Kubeflow components, enabling on-demand training and inference, resulting in 2.5x click-through rates for marketing & advertising campaigns
- Designed and engineered a promotion recommendation system, leveraging uplift models, integer programming, and collaborative filtering to boost transaction count by 90% and reduce excessive costs by \$35K

Boston Consulting Group | Consulting Analyst

Jul 2018 - Jul 2019

- Conducted in-depth analyses for an Asian bank with 15M customers, resulting in actionable revenue strategies
- Identified clusters of customer personas through survey analysis and designed appropriate customer journeys

PROJECTS

- **ChatGPT-powered Search Engine** ([GitHub](#)): Developed a search engine utilizing retrieval augmented generation (gpt-3.5 API, prompt engineering, Sentence Transformer) to create conversational responses with citation
- **Recommender System with Graph & Text Mining** ([Report](#)): Implemented GraphSAGE & Graph Attention models using PyTorch Geometric for user-product link predictions, improved roc_auc by 2% over a strong NCF baseline
- **Recommender System for Groups** ([GitHub](#)): Used Python, SQLite, Flask, and JavaScript to create a matrix factorization model (NRMSE = 0.14) and a web UI to recommend novel and relevant anime for a group of friends
- **Competitions**: 1st place - Kumo.AI hackathon 2024 (GNN for ranking models), 2nd place – 2023 Master Modeler Competition by Technology Assoc. of Georgia, 3rd place – 2023 Best Buy retail demand prediction competition

SKILLS

Programming: Python (Numpy, Pandas, PyTorch), R, SQL, C++

Machine Learning: Random Forest, XGBoost; Linear & Logistics regression; Deep Learning: Vision (CNNs, ViT), Natural Language Processing (RNN, GRU, LSTM, Transformers), Graph Mining (Graph Convolution, Graph Attention Network).

MLOps: End-to-end model development on cloud platforms (Google Cloud, AWS, Kubeflow, Docker, Git, Spark)

Visualization: Building interactive apps (Streamlit, FastAPI); Microsoft Office; Looker Studio