

KIEN TRAN

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EDUCATION

Georgia Institute of Technology | Atlanta, GA, USA

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 assistive equipment ranking models for elderly and disabled patients

Foreign Trade University | BA in Economics & Business, GPA 3.62 | Hanoi, VN

Sep 2013 - Dec 2017

EXPERIENCE

VinSmart Future (Vingroup) | Senior AI Engineer | Hanoi, VN

Sep 2025 - Present

- Building core AI pipeline for nutrition assistant from zero to launch: multimodal food extraction (text + image), retrieval over Vietnamese food DB, owning eval and Langfuse tracing across the stack
- Fine-tuning small LLMs for extraction, targeting 30% error reduction and 80% cost cut vs frontier API baseline
- Built Agentic AutoML for retrieval and ranking tasks, validated on benchmark datasets

Zalopay | Senior Data Scientist II | HCMC, VN

Nov 2024 - Sep 2025

- Built A-score and B-score credit models, lifting Gini by 15% avg and 18% on worst cohort with improved stability
- Maintained and improved fraud detection models to detect promotion abuse, reduce false positives by 83%

WeightWatchers | Data Analyst - Search and Food Data | Atlanta, GA, USA

Jan 2024 - Aug 2024

- Built n-gram conversion analytics over 10M+ daily search queries, exposing catalog quality as top failure mode
- Shipped food deduplication on top failure clusters, improving search conversion; prototyped BERT-based reranker
- Engineered eval pipeline and internal review tool for LLM-powered features (chatbot, recipe-to-points tracker)

Zillow Group | Applied Science Intern | Seattle, WA, USA

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

One Mount Group | Lead Data Scientist | Hanoi, VN

Aug 2019 - Jul 2022

- Led a team of 4 data scientists to design and develop personalization and recommendation data products
- Designed and engineered a promotion recommendation system, leveraging uplift models, integer programming, and collaborative filtering to boost transaction count by 90% (A/B-tested) and reduce excessive costs by \$35K
- Collaborated cross-functionally to establish 70 predictive attributes for 11M users, doubling ML models' usage
- Deployed an automated lookalike engine resulting in 2.5x click-through rates for advertising campaigns

Boston Consulting Group | Consulting Analyst | Southeast Asia

Jul 2018 - Jul 2019

- Conducted in-depth analyses for an Asian bank with 15M customers, resulting in actionable revenue strategies

PROJECTS

- **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
- **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

SKILLS

Languages & Tools: Python (NumPy, Pandas, PyTorch), R, SQL, C++; Streamlit, FastAPI

ML/AI: XGBoost, linear regression; Deep Learning: Vision (CNNs, ViT), NLP (Transformers, LSTM), Graphs (GraphSAGE)

Generative AI: LLM fine-tuning (Qwen, Gemma), RAG, agentic systems, eval infrastructure (Langfuse, offline + online)

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