Diane Lu

DATA SCIENTIST

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PROFILE

Highly motivated and analytical professional with a passion for data science and a background in customer service. Adaptable and quick to learn, with a customer centric mindset that drives the development of meaningful data-driven solutions. Collaborative team player experienced in fostering effective teamwork to achieve common goals. Eager to contribute my skills and expertise to contribute to the success of data-driven projects and make a positive impact in the field of data science.

SKILLS

SQL, Python, R, Hypothesis Testing, A/B tests, Parametric and non-Parametric tests, Tableau, Matplotlib, Plotly, Bokeh, Seaborn, Machine Learning in scikit-learn, Tensorflow, Keras, Pytorch, AWS, Hadoop, Spark, Hive, Docker

EXPERIENCE

Specialist | Apple

AUG 2018 - APR 2023, Burnaby, BC

- Regularly encounter customer issues and worked diligently to resolve them honing my problem-solving skills, which are crucial in tackling complex problems to achieve desired outcomes.
- Attention to detail was paramount in providing exceptional customer service - ensuring accurate product information, processed transactions, and addressed customer concerns with precision.
- Worked closely with colleagues to achieve sales targets and ensure customer satisfaction fostering effective teamwork.
- Working in a fast-paced retail environment like Apple requires adaptability and learning agility in line with changing circumstances and new technologies and products.

EDUCATION

BrainStation | Diploma, Data Science

MAY 2023 - AUG 2023, VANCOUVER, BC

Coursera | Google Data Analytics Professional

MAR 2023, VANCOUVER, BC

Udemy | The Complete SQL Bootcamp

MAR 2023, VANCOUVER, BC

Simon Fraser University | Bachelors in Health Sciences

SEP 2018 - DEC 2020, BURNABY, BC

PROJECTS

Data Scientist | BrainStation & Google Industry Project

JUL 2023, VANCOUVER, BC

- Cross-discipline collaboration with UX/UI Designers and Software Engineers to develop a cutting-edge chatbot, SideBard.
- Leveraged Python and other data science tools to preprocess and analyze large datasets, ensuring the chatbot's efficiency and accuracy.
- Utilized machine learning techniques and natural language processing algorithms to enhance the chatbot's conversational capabilities.

Member | Health Promotion Lab

SEP 2019 - DEC 2019, SIMON FRASER UNIVERSITY

- Experience in developing a sustainable and innovative solution for seniors experiencing social isolation with a focus on a human-centered design.
- Organized and conducted interviews with all parties involved such as seniors, caregivers, community partners at Fraser Health and the City of Surrey.