

# Andey Ng

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## EDUCATION

### Peking University

- M.A. in China Studies in Yenching Academy
- Concentration: Law and Society

Beijing, China

Jun 2024

### Carnegie Mellon University

- B.S. in Information Systems
- M.S. in Engineering and Public Policy
- Concentrations: Machine Learning, Human-Computer Interaction

Pittsburgh, PA

Dec 2021

May 2022

## PROFESSIONAL EXPERIENCE

### Microsoft

#### Program Manager Intern

- Interviewed and aggregated data of PM stakeholders to identify insights from pain points in their methods of inconsistent metrics for measuring OKR's
- Iterated on a dynamic dashboard, and designed visualizations to create analytics to identify patterns on how to optimize OKR progress for quarter planning

Redmond, WA

Jun 2022 – Sep 2022

### Salesforce

#### Technical Program Manager Intern

- Roadmapped and identified the integration of Natural Language Processing pipelines to identify social engineering and risk analysis for call center agents
- Developed security recommendation playbooks to mitigate potential threats and ethical implications in voice recognition and AI systems

Bellevue, WA

Jun 2021 – Aug 2021

### HP. Inc

#### Product Manager Intern

- Determined user profiles and pain points to ideate transformative experiences on Chromebooks through implementing emerging technologies
- Analyzed new verticals for Education Chromebooks to further HP's domestic and global Philanthropy for neurodiversity programs

Houston, TX

Jan 2021 – May 2021

### Yahoo

#### Software Engineering Intern

- Published paper on developing machine learning pipelines in site reliability engineering tools to classify cross-metric statistics and queries
- Modeled reduction of incidents by up to 380% by automating debugging methods that identify failure details in the email application stack

Sunnyvale, CA

May 2020 – Sept 2020

### Unum Insurance Company

#### Cybersecurity Intern

- Developed and deployed honeypot Deceptors on Symantec software that generate alert systems when hackers penetrate the on-premise network
- Used Python and Splunk's Machine Learning Tool Kit to blacklist threats and automate alert processes for the Incident Report Handling Team

Portland, ME

May 2019 – Aug 2019

## RESEARCH EXPERIENCE

### Carnegie Mellon University's Engineering and Public Policy

#### Semiconductor Shortage Research Assistant, [\(Link to work\)](#)

- Developed a bot with Python and Selenium to web scrape and retrieve semiconductor data sheets from NXP's dynamic website
- Analyzed insights to identify semiconductor design commonalities among categories (i.e. automotive vs industrial applications)

Pittsburgh, PA

Jan 2022 – May 2022

### Carnegie Mellon University's Center for International Relations and Politics

#### Data Science Research Assistant, [\(Link to work\)](#)

- Conducted Natural Language Processing in Python on presidential speeches to identify senators' sentiments on sensitive topics of War over time to predict future behaviors and voter approval during turbulent national crisis
- Data parsed and web scraped articles on online databases to indicate latent variables of international relationships

Pittsburgh, PA

Jan 2019 – May 2019/Aug 2020 – Jan 2021

### Carnegie Mellon University's Learning Sciences Lab

#### User Experience Research Assistant, [\(Link to work\)](#)

- Designed user tests to enhance trust of cognitive tutor systems between AI, teachers, and students for peer collaboration
- Prototyped dashboards to vet biases in stakeholders such as teachers in designing fair algorithms and ethical protocols

Pittsburgh, PA

Jan 2020 – Aug 2020

### Carnegie Mellon University's Future Interface Group Lab

#### Computer Vision Research Assistant, [\(Link to work\)](#)

- Applied Computer Vision and Machine Learning algorithms to help PhD students test and develop emerging technologies
- Used OpenCV on Virtual Reality sets to user test Simultaneous Location and Mapping and Stereo Depth Vision research

Pittsburgh, PA

Jan 2019 – May 2019

## LEADERSHIP

### Serendipity STEM Non-Profit

#### Founder and Instructor, [www.serendipitystem.org](http://www.serendipitystem.org)

- Developed curriculum tailored for special education students to comprehend basic drag-and-drop programming and exercise motor skills with Lego robotics
- Founded robotics programs at 4 local educational development companies that empower and promote students through STEM education and principles

Fremont, CA

Aug 2016 – Present

### Project Rwanda Service Organization

#### President

- Organizing service initiative to design and teach a two-week technology literacy workshop for Rwandan teachers in collaboration with Carnegie Mellon's Rwanda and Qatar campuses to create a sustainable, ethical impact on the local Rwandan community
- Developing a curriculum to forge deeper discussions among members regarding respectful, ethical service-learning practices and Rwandan culture

Pittsburgh, PA

Sep 2018 – May 2022

### Residential Education

#### Resident Advisor

- Organizing two weekly programming events (70+ events per year) for my residential hall that open a dialogue regarding cultural competency, knowledge sharing, intellectual curiosity to subconsciously create empathy and solidarity among residents with diverse backgrounds, disciplines, and expertise
- Fostering supportive, conducive, and cohesive collegial environment by tailoring individual connections with residents based on each of their needs

Pittsburgh, PA

Aug 2019 – May 2020

## TECHNICAL SKILLS

### Programming Languages

- Python
- C
- Java
- Javascript
- HTML/CSS
- Linux/Unix
- SQL
- Ruby

### Frameworks

- Rails
- Jekyll
- Node.js
- React

### Software

- CAD
- Splunk
- Jira
- Git
- Figma
- Spark
- Hadoop
- Pandas

### Skills

- Full-stack Development/Databases
- Data Parsing/Data Science
- Product Prototyping/Design
- Cybersecurity Incident Report Handling