

Andey Ng

www.andeyng.com || andeyng00@gmail.com || +1 (650)-319-8989 || [Notion](#) || USA Citizen

EDUCATION

Carnegie Mellon University

Pittsburgh, PA

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

Peking University

Beijing, China

- M.A. in Sociology, China Studies of Yenching Academy
- Research: The *socioeconomic impacts of technology* in China's rural development in the skilling and re-skilling of workers.
- Received a fully funded scholarship and accommodations with an acceptance rate of 2.7% amongst an interdisciplinary cohort of students around the world.

PROFESSIONAL EXPERIENCE

HP. Inc

Palo Alto, CA

AI Experience Product Manager

Aug 2024 – Present

- Designing transformative experiences by implementing AI and emerging technologies in HP products
- Working closely with diverse stakeholders across the product lifecycle to deliver breakthrough innovation

Microsoft

Redmond, WA

Product Manager Intern

Jun 2022 – Sep 2022

- Created a dynamic dashboard that automatically pulls OKRs from Azure DevOps to enhance team visibility, collaboration in setting, and achieve performance goals, and optimize task productivity
- Led stakeholder interviews to streamline success metrics, developing strategies for disciplined tracking and goal progression

Salesforce

Bellevue, WA

Technical Program Manager Intern

Jun 2021 – Aug 2021

- 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 AI voice recognition systems

HP. Inc

Houston, TX

Product Manager Intern, [\(Link to work\)](#)

Jan 2021 – May 2021

- Determined new verticals to ideate transformative experiences on Chromebooks through implementing emerging technologies [\(Demo\)](#)
- Analyzed user pain points through interviews and affinity diagrams on GenZ users to draw insights on pain points toward user adoption and learnability

Yahoo

Sunnyvale, CA

Software Engineering Intern

May 2020 – Sept 2020

- 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

Carnegie Mellon University's Engineering and Public Policy

Pittsburgh, PA

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

Jan 2022 – May 2022

- Developed a bot with Python and Selenium that automates scheduled 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)

Carnegie Mellon University's Center for International Relations and Politics

Pittsburgh, PA

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

Aug 2020 – Jan 2021

- Conducted Natural Language Processing in Python on presidential speeches to identify senators' sentiments on sensitive topics to predict future behaviors
- Data parsed, web scraped, and topic modeled online databases to indicate latent variables of international relationships, voter approval

Carnegie Mellon University's Learning Sciences Lab

Pittsburgh, PA

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

Jan 2020 – Aug 2020

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

Carnegie Mellon University's Future Interface Group Lab

Pittsburgh, PA

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

Jan 2019 – May 2019

- 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

LEADERSHIP

Serendipity STEM Non-Profit

Fremont, CA

Founder and Instructor, www.serendipitysystem.org

Aug 2016 – May 2022

- 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

Introduction to Information Systems

Pittsburgh, PA

Head Teaching Assistant

Jan 2020 – May 2022

- Enhanced curriculum with relevant industry skills such as SQL, HTML, Javascript, and product management tools to coach students to industry standards

Project Rwanda Service Organization

Pittsburgh, PA

President

Sep 2018 – May 2022

- Organized 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

Residential Education

Pittsburgh, PA

Resident Advisor

Aug 2019 – May 2020

- Organized two weekly events (70+ events per year) for residential hall to open a dialogue on cultural competency, knowledge sharing, intellectual curiosity, subconsciously create empathy and solidarity among residents with diverse backgrounds, disciplines, and expertise to form cohesive collegial environment

SKILLS

Programming Languages

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

Frameworks

- Rails
- Jekyll
- Node.js
- React

Software

- CAD
- Splunk
- Jira
- Git

Skills

- Figma
- Spark
- Hadoop
- Pandas
- Full-stack Development/Databases
- Data Parsing/Data Science
- Product Prototyping/Design
- A/B Testing/Unit Testing

Natural Language

- English: Native
- Cantonese: Fluent
- Mandarin: Fluent
- Spanish: Elementary