

# Yen-Ling Kuo

Los Angeles, California

+1 (310) 890 2907 | [yen-ling.kuo.2020@anderson.ucla.edu](mailto:yen-ling.kuo.2020@anderson.ucla.edu) | [Linkedin: www.linkedin.com/in/yenlingkuo](https://www.linkedin.com/in/yenlingkuo)

*Highly tactical **Data and People Analyst** and MS Business Analytics candidate at UCLA Anderson. Over five years of experience delivering penetrating insights through a quantitative approach at IBM and leading HR agency. Findings and recommendations consistently support strategic management decisions. Applies strong communication and leadership skills to transform organizations through automation.*

## EDUCATION

### UCLA ANDERSON SCHOOL OF MANAGEMENT

Los Angeles, CA

#### *Master of Science in Business Analytics (MSBA)*

Expected December 2020

- Machine Learning, Optimization, Data Management, Customer Analytics, Operations Analytics

### NATIONAL TAIWAN UNIVERSITY

Taiwan

#### *Bachelor of Business Administration & Bachelor of Arts in Sociology*

Sep. 2008 – Jun. 2013

- Statistics, Management Science Model, Business Application Software, Social Research Method

## TECHNICAL SKILLS

**Programming:** SQL, Python (Sklearn, NumPy, Pandas, Matplotlib PyPlot, Gurobi), R (tidyr, dplyr, stringr, ggplot2)

**Software:** Tableau, SPSS Modeler, Visual Basic for Applications

## ANALYTICAL PROJECTS

- Developed machine learning algorithms including logistics regression, decision tree, and random forest to predict employees' attrition with an accuracy rate of 0.93. (**Python – Sklearn, Pandas, Numpy, PyPlot**)
- Forecasted Airbnb prices based on 1700 Airbnb existing records, taking into considerations features such as location, number of bedrooms, beds, cleaning fee, and other variables. (**Python - Gurobi**)
- Built dimensional models via star schema for marketplace data in data warehouse for fast retrieval, with total financial implication of close to \$57 million. Created live-interacted dashboards to visualize matrices and patterns. (**SQL, Tableau**)

## PROFESSIONAL EXPERIENCE

### IBM

Taiwan

*Benefit Specialist, Lead of Taiwan Benefit Team (July 2017 – July 2018)*

Nov. 2014 – July 2018

*Human Resources Service Administrator (Nov. 2014 – June 2017)*

#### Analytics

- Researched 1300+ employees' annual leave records and visualized employees' behavioral patterns based on criteria including department, seniority and job level, leading to a new budgetary and internal communication strategy.
- Analyzed and estimated 16 departments' overtime payment and labor cost for optimal workforce planning, leading to cost-saving headcount adjustment by the management team.
- Optimized departmental procedures and developed SPSS and Excel VBA to increase working efficiency; simplified the original manual process by reducing 79+ hours per year.
- Predicted demands and costs to launch new benefit program "Breast Milk Delivery;" pioneered IBM Taiwan as the 1<sup>st</sup> in Taiwan and the 1<sup>st</sup> within IBM's global affiliations (i.e. aside from the U.S.) to introduce the family-friendly benefit

#### Project Management

- Represented IBM Taiwan benefit team in IBM's global Human Resources system testing activities and accomplished new local system transfer in five months, including negotiating with developers, promoting the new system and reconciling benefit policies with the new system.
- Designed or executed three retirement transition projects based on legal requirements and IBM internal policy; approximately 16% of target employees joined the projects with 75% of participants completing the transition within three months.
- Supervised internal benefit programs to ensure all the legal requirements, including the Sarbanes-Oxley Act, are met and all daily operations sustained with a 100% compliance rate during internal testing.
- Deployed Lotus Notes Mail Merge to customize communication to employees and Visualized pension payment process; improved experience of 1,300+ colleagues in pension, commercial insurance, and social insurance.

**I-ADMIN (SINGAPORE) PTE LTD** (*Asia's leading HR agency across 15 countries offering payroll solutions*)

Taiwan

*Payroll Specialist*

June 2013 – Nov. 2014

- Developed calculator to streamline validation process for customized payroll reports; service covered over ten companies from tobacco, medicine to fashion industry with total 4,000+ headcount, an accuracy rate of 99.8%
- Collaborated inter-departmentally to completed the annual tax filing process with 100% accuracy rate

## INTERESTS

Jogging (10-kilometer Marathon race), Reading (Sociology and Culture books)