

# Cheng-Pang (Tego) Chang

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*A data scientist with 5+ years of product analytics and management experience in the **high-tech/fintech** industry, dedicated to extracting insights from data to inform product directions and formulate business strategies.*

## Experience

### Data Scientist – Explainable Machine Learning

Sep. 2022 – Present

*2nd Order Solutions (Duke MIDS Capstone Project)*

USA

- Evaluated the performance of Explainable Boosting Machine (EBM) and Gradient Boost Machine (GBM) in execution duration and interpretability by applying them to a classification prediction problem.
- Demonstrated the feasibility of applying EBM to credit advisory topics in the fintech industry by generalizing the model pipeline and interpretation methods.

### Product Data Scientist Intern – IoT Risk Prediction

Jun. 2022 - Aug. 2022

*TeleSign*

USA

- Proposed to the CTO a business opportunity in IoT security by presenting a project – *Mobile Auth for Wi-Fi Access*.
- Realized risk evaluation of every connected Wi-Fi device by utilizing unsupervised/supervised machine learning and TeleSign's strength in two-factor authentication.

### Senior Product Manager – Document AI

Sep. 2020 - May 2021

*Foxit Software (US company based in Fremont, CA)*

Taiwan

- Built and released an AI SaaS for contract review, *iDox.ai*, by leading a team to collaborate with external stakeholders to integrate legal domain knowledge into the outcomes from NLP models.
- Stimulated user growth by 1.2% by leveraging Google Analytics to design A/B testing for email campaigns.
- Contributed to the design of DevOps and MLOps processes to ensure production requirements, such as logging and alerting, were met.

### Software Engineering Product Manager – Wi-Fi Router Analytics

Aug. 2017 - Apr. 2020

*NETGEAR (US company based in San Jose, CA)*

Taiwan

- Expanded the company's data dictionary by 30% (400+ attributes) by collecting requirements from diverse stakeholders, designing corresponding technical specs, and leading internal and external teams to complete implementation.
- Verified the data accuracy by collaborating with data engineers to troubleshoot issues during the cloud data processing pipeline.
- Conducted the company's data-driven decision-making process by visualizing data outcomes, identifying key metrics, and extracting business insights for the executives of the engineering and marketing teams.

### Software Product Manager - Wi-Fi Router

Apr. 2015 - Jun. 2017

*SYNOLOGY*

Taiwan

- Managed software releases by defining development plans and driving cross-functional teams to meet schedules.
- Delivered 30+ technical presentations to a diverse range of audiences, including executives, technical or non-technical stakeholders, and reseller partners, to secure product selling points.

### Software Engineer - Wi-Fi Router | REALTEK Semiconductor

Jun. 2012 - Oct. 2013, Taiwan