

Evan Chen

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PROFESSIONAL EXPERIENCE

Indeed Japan

Tokyo, Japan

Business Intelligence Engineer / Analyst

September 2021 - Present

- Developed a **RAG-powered chatbot** for Sales and Customer Success teams, enabling representatives to retrieve relevant business success cases and generate tailored recommendations; adopted by **200+ users per month**.
- Built a multivariate **revenue forecasting** model using *Prophet*, reducing MAPE by **15%** while identifying key revenue drivers and quantifying their impact on future revenue trends.
- Developed **backend data workflows and Tableau dashboards** to track the business impact and adoption campaign performance of the Indeed Interview product, supporting credit allocation for **300+ clients**.
- Led **product performance analysis** for *Indeed Plus*, comparing job outcomes between Indeed Plus and non-Indeed Plus listings and delivering quantified insights. Findings were validated by the legal team and incorporated into Sales/CS pitch materials and TV commercial messaging to support product adoption.

NTT DATA

Tokyo, Japan

Data Scientist

April 2019 - August 2021

- Led mobile push notification optimization by designing the experimentation framework, analyzing **A/B test** results, and improving average notification open rate by **2%**.
- Developed **sales forecasting models for 300+ products** using *DataRobot*, reducing RMSE by 12% through feature engineering, model optimization, and demand driver analysis.
- Improved **customer targeting** by building an XGBoost propensity model to prioritize high-potential leads, driving a **16% increase in purchases**.

Sony

Tokyo, Japan

Data Engineer Intern

Feb 2018 - Mar 2018

- Streamlined image data collection and preparation workflows to improve dataset quality and accessibility.
- Developed internal pipelines for AIBO object detection and classification, enabling scalable model development.

EDUCATION

The University of Tokyo, School of Engineering

Tokyo, Japan

Master's in Systems Engineering

September 2016 – August 2018

Tongji University, College of Electronic and Information Engineering

Shanghai, China

Bachelor's in Electrical Engineering

September 2011 – August 2015

SKILLS

Languages: English (Fluent), Japanese (Fluent), Chinese (Native)

Programming & Data: Python, SQL, Git, ETL, dbt, Data Pipelines, Data Cleaning/Wrangling, Visualization

AI & LLM: RAG, LLM Fine-tuning, LLM Evaluation, Chatbot Development, Recommendation Systems

Machine Learning: Forecasting, Regression, Classification, XGBoost, Clustering, Feature Engineering, Model Evaluation, Cross-validation

Analytics & Experimentation: A/B Testing, Experimental Design, Hypothesis Testing, Metric/KPI Design, Product Analytics, Time Series, Impact Analysis

Tools: AWS, Snowflake, Tableau, BigQuery, Looker, Google Analytics