

SZU-YAO CHIEN, Ph.D.

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PROFESSIONAL SUMMARY

AI Solution and Data Science Leader with 8+ years of experience delivering enterprise Gen AI, machine learning, and data analytics solutions across technology, financial services, e-commerce, and pharmaceuticals. Led 20+ international projects for top Fortune 500 companies, owning the full AI/ML from problem framing to production deployment. Combines hands-on technical depth in Python, SQL, cloud platforms (AWS, Azure), and modern AI frameworks with a proven record of measurable business impact, including an 85% reduction in cloud operating costs, a 90% cut in reporting turnaround time via a no-code platform, and a 2023 Regulation Asia award-winning AML analytics solution.

WORK EXPERIENCE

Director, Data Science & AI Solution

2023 – 2025

FTI Consulting | Hong Kong

- Led the end-to-end re-engineering of a legacy transaction monitoring platform for a Hong Kong brokerage, improving system stability and scalability while reducing monthly operating costs from USD 200K to 30K.
- Architected an AI-powered financial crime compliance system for a global tech company, which won the “Best AML/CFT Data, Analytics & Visualisation Solution” at the 2023 Regulation Asia Awards.
- Designed and deployed an LLM-powered talent recommender system using GPT-4, Llama 3, and RAG, serving 8,000+ corporate users with production-grade latency and scalability.
- Built an India-based support team for monitoring, incident detection, escalation, and service readiness, strengthening system observability and continuity across regions.
- Developed forecasting models achieving 88%+ accuracy to support proactive maintenance decisions for a leading mining company in Indonesia.
- Designed Power BI dashboards aggregating 30+ compliance metrics for a top-tier pharmaceutical client, enabling data-driven marketing and operational decisions.
- Designed agentic AI workflows using Ollama, LangChain, FastAPI and Open WebUI for legal document analysis and contract generation application.

Senior Consultant, Data Analytics

2019 – 2023

FTI Consulting | London, United Kingdom (relocated to Hong Kong in mid-2021)

- Scope and delivered a crisis analytics system that combined foundation models with time-series anomaly detection and flagged critical events 3–6 hours earlier than a 150-person manual monitoring team at a global ecommerce company.
- Created a no-code data analytics platform that standardized repetitive workflows and enabled non-technical teams to run analyses independently, reducing project delivery time by 90%.
- Designed and operationalized a KYC automation platform for a Canadian bank using an ontology-based approach, reducing manual review work by 60% and strengthening governance and data quality controls.

NLP Data Scientist

2018 – 2019

Hello Soda | Manchester, United Kingdom (a FinTech startup)

- Designed multi-task deep learning classifiers for customer-interest classification, combining text and behavioral data to improve prediction accuracy by 30%.
- Deployed XGBoost sentiment models into low-latency production environments, utilizing A/B testing and continuous evaluation to monitor performance and model drift.
- Optimized ML workflows from experimentation to deployment on AWS, with a focus on reducing inference latency for real-time customer scoring.

Research Assistant and Teaching Assistant

2014 – 2016

The University of Manchester | Manchester, United Kingdom

- Delivered seminars on big data, statistics, and data mining to postgraduate and undergraduate students.
- Authored detailed user manuals and case studies for SAS and IBM SPSS Modeler.
- Presented research findings and real-world applications in 10+ academic and industry conferences.

EDUCATION

PhD in Business and Management (specialization in Information Systems and Data Science) **2013 – 2018**

The University of Manchester | Manchester, United Kingdom

MSc in Marketing (specialization in Data Mining and Marketing Science) **2011 – 2012**

The University of Manchester | Manchester, United Kingdom

BA in Radio and Television **2006 – 2010**

National Chengchi University | Taipei, Taiwan

TECHNICAL SKILLS

- **Leadership & Delivery:** Enterprise AI strategy, solution architecture, stakeholder management, team building & mentoring, agile delivery, workflow automation & change enablement.
- **Generative AI:** LLMs, RAG, PEFT/LoRA fine-tuning, HuggingFace, LangChain, LangGraph, LlamaIndex, Ollama, Claude Code.
- **Programming & ML:** Python (TensorFlow, PyTorch, scikit-learn), SQL, JavaScript.
- **Cloud & MLOps:** AWS, Microsoft Azure, Docker, MLflow, CI/CD (GitHub, GitLab)
- **BI & Analytics:** Tableau, Power BI, ReactJS, Streamlit.
- **Data Engineering:** DBT, Apache Airflow, ETL pipeline design.

TALKS

- “[*Apply Semantic Analysis and Deep Learning for Corporate Crisis Detection.*](#)” 2020, PyData Taipei.
- “[*Shift from Multi-class Classification Model to Multi-Task Learning Network.*](#)” 2018, PyData MCR.
- “*Unbox the Magic of Natural Language Processing.*” 2018, Her + Data Manchester.

CERTIFICATES

- AWS Certified Machine Learning – Specialty
- AWS Certified Developer – Associate