

# Linh Wiggins

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## SUMMARY

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Data-driven Machine Learning Operations Engineer with over 6 years of experience in optimizing ML models and deploying scalable infrastructure. Proven track record in leading high-performing teams and implementing best practices in model lifecycle management. Passionate about leveraging technology to innovate solutions in the digital advertising ecosystem, overseeing the end-to-end delivery of ML systems. Collaborating closely with engineers and data scientists ensures seamless research-to-production transitions. Committed to fostering a culture of innovation while consistently enhancing performance across various dimensions.

## EXPERIENCE

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### Senior MLOps Engineer

March 2021 - Present

Apex Data Solutions

*Naperville, IL*

Oversaw deployment and optimization of machine learning models for large-scale data processing. Lead a team of engineers building robust pipelines, ensuring model reliability in production. Worked collaboratively with cross-functional teams, heightening model performance through collective expertise.

- Spearhead deployment of ML models addressing multi-terabyte datasets from platforms such as TikTok and YouTube.
- Establish best practices in ML lifecycle management including versioning and testing protocols.
- Mentor engineers by fostering a culture of innovation alongside continuous improvement.
- Optimize model inference performance while maintaining cost-effectiveness throughout production systems.

### MLOps Engineer

January 2019 - February 2021

Quantum Insights

*Chicago, IL*

Designed CI/CD pipelines for machine learning workflows, streamlining deployment processes effectively. Focused on eliminating bottlenecks, thus facilitating prompt integration of new capabilities and enhancements.

- Conducted performance tuning on machine learning models, reducing latency to enhance user experience.
- Implemented effective monitoring solutions assuring high availability and reliability of ML systems.
- Collaborated directly with stakeholders, ensuring understanding of requirements related to technical initiatives.
- Communicated organization objectives, aligning engineering capabilities with wider strategic goals.

### Machine Learning Engineer

June 2016 - December 2018

DataTech Innovations

*Evanston, IL*

Developed machine learning models covering both natural language processing and multimodal applications. Actively participated in project discussions via collaboration with Data Scientists, overcoming technical challenges successfully.

- Integrated multimodal data sources improving accuracy for classification tasks.
- Contributed towards facilitating efficient operationalization of various development projects.
- Presented findings and updates in stakeholder meetings enhancing visual understanding of ML efficacy.
- Assisted in advancing organizational ML capabilities by championing application of state-of-the-art frameworks.

## LEADERSHIP & AWARDS

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- Best Emerging Tech Innovator, Tech Summit 2022
- Outstanding Contributions to Machine Learning Innovation, AI Conference 2021

## EDUCATION

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### Bachelor's Degree in Computer Science

2016

University of Illinois GPA: 3.8

*Champaign, IL*

**Coursework:** Data Structures, Machine Learning, Artificial Intelligence, Software Engineering

## CERTIFICATIONS

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- Certified Machine Learning Specialist 📅 2020
- AWS Certified Machine Learning - Specialty 📅 2021

## TECHNICAL SKILLS

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- **Machine Learning Frameworks:** TensorFlow, PyTorch, Scikit-Learn
- **CI/CD Tools:** Jenkins, GitLab CI, CircleCI
- **Model Management Tools:** Weights & Biases, MLflow, DVC
- **Visualization Tools:** Matplotlib, Seaborn, Tableau
- **Cloud Platforms:** AWS, Azure, GCP
- **Containerization Tools:** Docker, Kubernetes, OpenShift
- **Data Processing Tools:** Pandas, NumPy, Apache Spark
- **Version Control Systems:** Git, Bitbucket, SVN
- **Scripting Languages:** Python, R, Bash
- **Monitoring Tools:** Prometheus, Grafana, ELK Stack

## SKILLS

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- Machine Learning Operations (MLOps)
- ML Model Deployment
- CI/CD Pipelines
- Performance Optimization
- Team Leadership
- Data Processing
- Natural Language Processing
- Multimodal Data Integration
- Model Lifecycle Management
- Feature Stores
- Transformer Architectures
- Optimizing Inference
- Monitoring Solutions
- Stakeholder Management
- Creative Solutions
- Agile Methodologies

## PROFESSIONAL AFFILIATIONS

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- Member, Association for Computing Machinery (ACM)
- Participant, Women in Technology Networking Group

## LANGUAGES

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- English (Native)
- Spanish (Proficient)

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST