

# Ngoc Ballard

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## SUMMARY

Compassionate Machine Learning Engineer with over four years of experience delivering scalable infrastructure and data systems for AI applications. Expertise in Python and Java fosters effective collaboration across teams, addressing complex challenges efficiently. Contributions to enhancing APIs and developing data pipelines showcase proficiency in back-end services vital for modern AI products. Working closely with product teams, managing the integration of models further strengthens my role, ensuring fluid operations across machine learning systems. Passionate about continuous learning and ready to contribute fresh ideas that drive innovative solutions.

## EXPERIENCE

### Machine Learning Engineer

January 2023 - Present

Data Solutions Inc.

Dallas, TX

Focused on developing and maintaining robust data pipelines that enhance machine learning applications. Collaborated effectively with cross-functional teams, integrating AI models into existing systems seamlessly.

- Developed scalable data pipelines crucial for powering machine learning applications.
- Collaborated with engineers and product teams, optimizing model integration and boosting efficiency.
- Designed backend services for real-time processing, improving overall model inference speed.
- Mentored junior engineers through regular code reviews, fostering a supportive learning environment.

### Software Engineer

June 2021 - December 2022

AI Innovations Corp.

Houston, TX

Played a key role in crafting and refining microservices that significantly improved AI workflow efficiencies. Engaged in best practices for deploying machine learning models using cloud technology.

- Engineered microservices to streamline AI workflows, directly impacting process efficiencies.
- Assisted in deploying ML models within cloud environments, enhancing scalability and accessibility.
- Conducted performance tuning for data processing systems, maximizing throughput and reliability.
- Maintained detailed documentation for system enhancements, ensuring knowledge sharing throughout the team.

### Junior Software Engineer

August 2019 - May 2021

Tech Visionaries LLC

San Antonio, TX

Supported the development of event-driven systems tailored for AI applications. Worked diligently alongside senior engineers, contributing to debugging and feature testing.

- Contributed to the establishment of event-driven systems facilitating robust AI application functionalities.
- Engaged in backend services maintenance enhancing data management systems efficiency.
- Participated in collaborative problem-solving sessions, improving development workflows.
- Developed testing protocols that reduced bugs and boosted overall quality in software releases.

## LEADERSHIP & AWARDS

- Certified Machine Learning Specialist (2022)
- Excellence in AI Development Award, Tech Visionaries LLC (2021)

## EDUCATION

### Bachelor's Degree in Computer Science

2019

University of Texas at Austin GPA: 3.5

Austin, TX

**Coursework:** Data Structures, Algorithms, Machine Learning, Software Engineering

## CERTIFICATIONS

- Certified Machine Learning Specialist 📅 2022
- AWS Certified Solutions Architect 📅 2023

## TECHNICAL SKILLS

- **Programming Languages:** Python, Java, C++, Go
- **Cloud Technologies:** AWS, Azure

- **Data Management Tools:** Apache Kafka, Spark, Airflow
- **APIs:** RESTful, GraphQL
- **Version Control:** Git, GitHub, Bitbucket
- **Testing Frameworks:** Jest, Mocha, JUnit
- **Containerization:** Docker, Kubernetes
- **CI/CD Tools:** Jenkins, CircleCI, Travis CI
- **Distributed Systems:** Microservices, Serverless Architecture
- **Monitoring Tools:** Grafana, Prometheus

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## SKILLS

- Python
- Cloud Computing
- Backend Services
- Event-Driven Systems
- Java
- API Development
- Data Pipelines
- Model Integration
- C++
- Data Engineering
- Machine Learning
- Collaborative Teamwork
- Go
- Distributed Systems
- Real-Time Processing
- Scalable Applications

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## PROFESSIONAL AFFILIATIONS

- Member, Association for Computing Machinery
- Volunteer Mentor, Girls Who Code

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## LANGUAGES

- English (Native)
- Vietnamese (Intermediate)

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## ADDITIONAL INFORMATION

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

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## REFERENCES

AVAILABLE ON REQUEST