

Pink Truong

pinktruongusa@gmail.com ❖ (347) 3871408 ❖ Nutley, NJ 07110

<https://linkedin.com/in/pinktruongusa>

US Permanent Resident

WORK EXPERIENCE

RWS Group

June 2024 - Present

General AI Data Annotator

USA

- Score and improve upon existing prompts and AI-generated responses across a general range of topics
- Identifying the sentiment in audio recordings of voices
- QA reporting summarizations of QAing other annotators work. This includes providing data driven examples and providing locale level insights and recommendations.
- Testing (QA) other annotators' work
- Correcting incorrect prompt responses using natural language and examples
- Evaluate AI model responses to prompts through scoring, ranking, A/B testing, etc.
- Flag questionable responses that include toxicity, hallucinations, etc.

Cognizant

Nov. 2017 – June 2018

Client Support Analyst @ Meta

Singapore

- Familiar with operating system environments (Windows, macOS, Linux) and capable of resolving related issues efficiently. Collaborate closely with multiple teams, including sales, product, operation, and engineering, to resolve the issues in a timely manner. Escalate cases if needed.
- Troubleshooting common desktop issues such as connectivity problems and software errors. Setting up and maintaining conference room equipment including projectors, audio systems, and video conferencing tools, and troubleshooting connectivity issues.
- Key Accomplishments:
 - Consistently placed among the top of the weekly productivity report.
 - Highly rated score on customer feedback and support quality

SKILLS

- **Languages:** Java (primary), Python, C#, C++, JavaScript
- **Paradigms:** Object-oriented programming, Functional programming, Agile methodologies, Microservices architecture.
- **Tools/Framework:** Git, Docker, Linux, MS Office, Windows

EDUCATION

Georgia Institute of Technology

2022 - 2024

MS, Computer Science (Graduated May 2024)

Atlanta, Georgia

- Notable projects:
 - **Grocery Express:** Working with a team to develop from ground up a high performant, robust and secure system to manage multiple grocery stores, exposing via REST API the common operations like new store, manage inventories, client, shopping cart, invoice, etc. The service is deployed using Docker container, implemented with Java Spring Boot stack, mainly Spring Web, Spring Security and Spring JPA.
 - **Job Offer Comparison:** Working with a team to build an Android application that helps to manage and compare job offers. The app will use user-provided data like position, salary, bonus, benefits... as well as external data source like cost-of-living index, to help comparing job offers. User can customize various aspect of the comparison. Worked with the team to design and implement the application using Android Studio and SQLite

- **Trading Strategy Evaluation:** Building a machine learning trading model using Random Forest method that consistently beats a manual strategy based on common indicators (MACD, RSI...). Implemented in Python with NumPy, Pandas and various other libraries.
- Relevant course works: Software Development Process; Software Architecture & Design; Computer Network; Software Analysis; Information Security; Machine Learning for Trading; Human-Computer Interaction.

University of Birmingham

MS, International Business

- GPA 3.7/4.0

2016 - 2017

Birmingham, United Kingdom/Singapore

Banking Academy of Vietnam

BS, Banking and Finance

- **GPA 4.0/4.0**

2007 - 2011

Hanoi, Vietnam

LANGUAGE & INTERESTS

- **Language:** English, Vietnamese (native), Chinese (lower elementary)
- **Interests:** Gardening, cooking, yoga, traveling