

RIDGE CHANG

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EDUCATION

Emory University, Goizueta Business School

Atlanta, GA

Master of Science in Business Analytics

May 2026

- **Coursework:** Machine Learning (PySpark/MMLib), Causal Inference, Prescriptive Analytics, Big Data & Cloud Technologies, Economics of Digital Platforms

Emory University, Goizueta Business School

Atlanta, GA

Bachelor of Business Administration, Information Systems & Operations Management; Minor in Computer Informatics

May 2025

TECHNICAL SKILLS

- **Languages & Querying:** Python (pandas, scikit-learn, PyTorch, PySpark), R, SQL, Java
- **ML & Statistics:** XGBoost, LightGBM, CatBoost, InterpretML (EBM), MMLib; causal inference (PSM, IPTW, IV); imbalanced classification (SMOTE, PR-AUC, threshold tuning)
- **LLMs & NLP:** LangChain, LangGraph, Hugging Face, RAG pipelines, fine-tuning
- **Data & Cloud:** Snowflake, BigQuery, MySQL/AWS RDS, Spark/Hadoop, AWS, GCP, Azure; Tableau, Power BI

WORK EXPERIENCE

Cox Automotive (Goizueta MSBA Practicum)

Atlanta, GA

Data Science Practicum — B2B Customer Churn Modeling

January 2026 to May 2026

- Built a B2B customer churn prediction model on a 4-person team using an Explainable Boosting Machine (EBM) with expanding-window temporal cross-validation, optimizing for PR-AUC and lift at the top decile while preserving feature-level interpretability for stakeholder review
- Engineered role-segmented features across engagement, account tenure, and product usage signals; tuned classification thresholds against retention intervention costs
- Delivered findings to Cox stakeholders; results informed account-management prioritization for at-risk customers

Emory University AI/NLP Lab

Atlanta, GA

LLM Research Assistant

August 2024 to May 2025

- Fine-tuned a local open-source LLM on curated calculus problem sets to serve as an AI tutor, achieving over 95% accuracy on held-out evaluation problems
- Built a retrieval-augmented generation system over FDA regulatory meeting documents, reaching ~80% retrieval accuracy through iterative chunking and embedding strategy refinement
- Collected and processed FDA advisory committee transcripts for an ongoing study predicting medical product efficacy from regulatory deliberation quality; engineered NLP features to quantify discussion characteristics as inputs to downstream predictive modeling

Computer Networking Resources

Savannah, GA

IT Consultant & Assistant Manager Intern

May 2022 to May 2024

- Managed \$100K+ monthly procurement and supervised a team of nine; improved order processing times by 50% through restructured vendor communication

LEADERSHIP & ACTIVITIES

Emory Hacks (MLH-Affiliated Hackathon)

Atlanta, GA

Hackathon Operations Director

August 2024 to Present

- Lead end-to-end operations for Emory's flagship hackathon; hosted 208 participants from 35 universities who built 40 projects in 2025; managing \$10K+ budget and tiered sponsorship packages (\$500 to \$3,000) for the November 2026 event