

Christopher Andrew

Data & AI Engineer · Salesforce Developer · Automation Specialist

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PROFESSIONAL SUMMARY

Data & AI Engineer with 6+ years in software development and 3+ years specializing in data pipelines, CRM engineering, and AI-driven automation. At Faria Education Group, I architected end-to-end data systems supporting 80,000+ schools and 250,000+ contacts across 15 external sources — reducing multi-day manual workflows to seconds. Proficient in Python, SQL, Salesforce Apex, FastAPI, and LLM integration. I build systems that don't just process data, but also eliminate the need for human repetition.

EXPERIENCE

Data Analyst – CRM & Data Solutions · Faria Education Group

May 2024 – May 2026

Data Solutions Team · Taipei, Taiwan

- ▶ Sole engineer managing Salesforce CRM data quality for 80,000+ schools and 250,000+ contacts sourced from 15 external providers including IBO, Cambridge/Pearson Edexcel, Cognia, AP, NCES, ISC Research, ICA, Teacher Horizons, EPSB, Eblana, iSAMS, Duke Education, Cavendish Education, and Agile Education.
- ▶ Built a fully automated Python data pipeline: collecting, cleaning, transforming, and fuzzy-matching school records across 11+ attributes. This replaced a 100% manual workflow.
- ▶ Integrated an AI judge (LLM-based) into the fuzzy matching pipeline to improve match accuracy; currently extending with XGBoost for supervised classification.
- ▶ Developed a custom Salesforce Apex class and trigger to automate bulk lead conversion: created a custom field to flag leads for conversion, enabling bulk updates via Data Loader that auto-trigger Apex to convert leads to contacts and associate them with existing account records.
- ▶ Generated strategic reports for the Global Markets team and C-level leadership covering client demographics, regional school distribution, and upsell/cross-sell opportunity mapping.

Data Analyst — Services · Faria Education Group

Oct 2023 – Apr 2024

Services Team · Taipei, Taiwan

- ▶ Managed large-scale student data imports and synchronization across Faria's product suite (OpenApply, ManageBac, iSAMS), ensuring data quality and resolving discrepancies with school experience managers and school administrators.
- ▶ Built an automated Python comparison tool for multi-system student data reconciliation (OpenApply vs ManageBac vs iSAMS, including 3-way comparison) using string similarity scoring and matrix matching — reducing a 3-day manual task per import to seconds. Tool remains in active use across the team today.

Graduate Student · National Taiwan University of Science & Technology (NTUST)

Feb 2021 – Oct 2023

Taipei, Taiwan · MBA, Engineering & Industrial Management

- ▶ Conducted applied research in AI, data systems, and business process optimization.

Full-Stack Developer · Self-Employed (Freelance)

Jul 2016 – Dec 2022

Indonesia / Remote

- ▶ Delivered production web systems for clients across EdTech, e-commerce, and healthcare sectors. Led remote engineering teams and built scalable platforms that increased client sales and user engagement.
- ▶ Key projects: Warehouse Management System (Node.js/MongoDB), Hospital System (PHP/PWA), Government Land Tax Simulation (Surabaya City), University Partnership IMS (Laravel).

Software Engineer · Hexavara Technology

Oct 2020 – Feb 2021

Surabaya, Indonesia

- ▶ Developed PHP-based web applications and PWAs for e-commerce and hospital systems. Responsible for debugging, feature development, and system architecture.

TECHNICAL SKILLS

Languages	Python · SQL · JavaScript · Apex (Salesforce) · PHP · Node.js
Frameworks	FastAPI · Flask · Next.js · Laravel
AI / ML	LLM Integration · Fuzzy Matching · Machine Learning · Deep Learning · Prompt Engineering
Data	ETL Pipelines · Data Quality Management · Multi-source Integration · Pandas · Data Cleaning
Salesforce	Apex Classes & Triggers · Data Loader · Lead Conversion · CRM Data Management · SOQL
Cloud & Infra	AWS · GCP · VPS Management · REST APIs · Git
Tools	Salesforce · Playwright · Jupyter

EDUCATION

MBA Industrial Management: Data Science · NTUST *Feb 2021 – Feb 2023*

B.Sc. Informatics · Institut Teknologi Sepuluh Nopember (ITS) *Jul 2016 – Oct 2020*

Exchange / Short Programs: Shibaura Institute of Technology (Data Warehousing) · Chulalongkorn University (ICE) · NTUST Research Internship (Blockchain & IPFS)

CERTIFICATIONS

Google Data Analytics Professional Certificate · Google Business Intelligence Certificate · Indonesian Ministry of Communication — Computer Technology

KEY ACHIEVEMENTS

- ▶ Reduced a 3-day data import workflow to seconds through Python automation — tool adopted org-wide and still in active use.
- ▶ Sole engineer managing Salesforce data integrity for 80k+ schools and 250k+ contacts from 15 external global sources.
- ▶ Automated Salesforce lead conversion at scale using custom Apex triggers — eliminating manual record-by-record processing.
- ▶ Integrated AI (LLM judge) into fuzzy matching pipeline, improving data match accuracy across millions of records.
- ▶ Led remote engineering teams delivering production systems for clients in Indonesia, UAE, and EdTech globally.