

Huy Ngo

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WORK EXPERIENCE

EnEns LLC

Founder & AI Engineer

June 1, 2025 – Present

Costa Mesa, CA

- **Founded a California single-member LLC** delivering custom AI engineering, applied ML, and data consulting services to clinic and enterprise clients.
- **Architected and deployed a production trilingual (English / Vietnamese / Spanish) AI phone receptionist** for Alliance Rehab using OpenAI Realtime API (gpt-realtime + gpt-4o-transcribe), ElevenLabs streaming TTS, and Twilio ConversationRelay; live appointment booking via Google Calendar and SMS confirmations via Twilio.
- Engineered **half-duplex echo gating, caller barge-in, and mid-call language switching** to deliver natural, low-latency conversational UX in production telephony.
- Deployed and operated the system on **AWS EC2 (Ubuntu, t4g.micro)** with Caddy + Let's Encrypt TLS, pm2 process management under systemd, and UptimeRobot health monitoring; established HIPAA-aligned data handling and BAAs across all vendors.
- **Led the QD.TEK AI Automation & Decision-Support Platform**, an AI-driven logistics and procurement POC for QD.TEK's Purchasing Department, translating business workflows into automated data pipelines and ML-backed decision logic.

Innova Electronics Corporation

Data Analyst

August 22, 2025 – Present

Irvine, CA

- **Architected the company's cloud data warehouse** by building an AWS Glue, S3, and Snowflake ETL pipeline, establishing the first cloud-native analytics foundation for cross-product reporting and AI workloads.
- **Built the Innova Analytics Chatbot**, an internal Microsoft Teams natural-language interface powered by Snowflake Cortex Analyst, enabling non-technical stakeholders to query enterprise data conversationally.
- **Developed an Inventory Demand Forecasting model** to optimize stock planning and reduce excess inventory across product lines using time-series ML on historical sales and channel data.
- **Built a predictive ML model for DTC (Diagnostic Trouble Code) fault prediction** using aggregated vehicle telemetry, advancing Innova's automotive diagnostic forecasting capabilities.
- Engineered the **RS2 GA4 data pipeline**, automating analytics and reporting across RepairSolutions2 (RS2), RepairSolutionsPRO (RSPRO), and related platforms.
- Designed and published **executive-facing Power BI and Grafana dashboards**, surfacing actionable insights on revenue, user engagement, and diagnostic performance.
- **Automated SQL/Python reporting workflows**, accelerating cross-functional decision-making and freeing analyst capacity for higher-leverage modeling work.
- Recognized by leadership for **bridging automotive domain expertise with advanced analytics and AI/ML** to fill critical organizational gaps.

Innova Electronics Corporation

Software Product Engineer

August 22, 2022 – August 21, 2025

Irvine, CA

- Drove **RS2 platform growth to 1M+ installs** and sustained **40k+ active users on the 7111 OBD2 Tablet**, generating **~\$10M in product sales**.
- Owned product roadmaps for RS2, RSPRO, and the 7111 OBD2 Tablet; authored PRDs and Figma UI/UX prototypes aligned to business goals.
- Built **Power BI dashboards and GA4-driven SQL reports** to track product adoption, laying the analytical foundation for the transition into the Data Analyst role.

PROFESSIONAL CERTIFICATIONS

Google Advanced Data Analytics Professional Certificate

April 13, 2025

Google Data Analytics Professional Certificate

August 11, 2024

EDUCATION

University of California, Riverside

Riverside, CA

BA, Business Economics | Minor, Computer Science

SKILLS

- **AI / ML & Applied Modeling:** Predictive modeling, time-series forecasting, classification, LLM agent orchestration, prompt engineering, RAG, Snowflake Cortex Analyst, OpenAI Realtime API, conversational AI, ElevenLabs TTS.
- **Data Engineering & Cloud:** AWS (EC2, S3, Glue, IAM), Snowflake, ETL pipeline design, REST API integration, Twilio API, Google Calendar API, Microsoft Graph.

- **Data Analytics & Reporting:** SQL, Power BI, Grafana, GA4, statistical modeling & forecasting, data-driven decision making.
- **Programming & Tooling:** Python, SQL, TypeScript, JavaScript, Node.js, C++, C#; SQL Server Management Studio, PostgreSQL, Snowflake, Git/GitHub, Jira, Figma, SvelteKit, Microsoft Office/Excel, Google Workspace, ArcGIS Pro/Online, SharePoint, Stata.
- **Languages:** English (native), Vietnamese (fluent), Mandarin Chinese (conversational).