

Introducing a tech wizard

Speakers: Pingping Chen, Senior Data Scientist, HSBC

[Pingping] I made the switch from tech to banking as I saw the opportunity to positively impact the lives of millions of people.

[Onscreen text]

Pingping
Senior Data Scientist, HSBC

[Pingping] My name is Pingping Chen.

I'm a Senior Data Scientist at HSBC.

My love for numbers started when I was young.

Physics was my passion, but then I discovered big data and AI.

I found that AI was such a powerful tool that it could turn numbers into magic!

In my two years here, I have used my knowledge to find insights, and embed AI to provide new and better services for our customers.

By using state-of-the-art Natural Language Processing, we were able to identify key common themes in customer conversations, which led to the development of chatbots for our conversational banking service in Hong Kong.

And by using transfer learning, we were quickly able to quickly interpret customers' enquiries and respond correctly, freeing up our frontline colleagues to handle the more complex customer conversations.

The future is so exciting and it is a privilege to be able to play a part in that positive change.

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