MAYA CHEN

RESPONSIBLE AI PRACTITIONER / AI ETHICIST

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San Francisco, California, USA

Eligible to work in the United States

SUMMARY

Responsible AI Practitioner and AI Ethicist with 8+ years of experience developing, evaluating, and governing machine learning systems in complex and regulated environments. Consistently leads cross-functional responsible AI programs in finance, healthcare, and consumer technology, ensuring bias mitigation, model transparency, and regulatory compliance. Expert in aligning AI development with standards such as the EU AI Act, GDPR, and NIST AI RMF, while fostering collaboration between technical, legal, and policy teams. Dedicated to advancing the safe, ethical, and trustworthy adoption of artificial intelligence.

WORK EXPERIENCE

Senior Responsible AI Practitioner | FinTech Solutions Group
June 2021 - Present

Leads enterprise-wide responsible AI initiatives for large-scale credit risk and fraud detection models, embedding ethical principles and regulatory compliance into machine learning system development and deployment.

- Directed bias detection, mitigation, and fairness evaluations for regulatory-critical models in loan approvals and credit scoring
- Developed model explainability dashboards and documentation for internal and external stakeholders
- Conducted AI risk assessments and impact analyses, reporting findings to executive governance committees
- Ensured model and data practices aligned with NIST AI RMF, EU AI Act, and GDPR obligations
- Delivered responsible AI training to data scientists, engineers, and product teams, increasing ethical AI literacy
- Partnered with legal and compliance to design controls for ethical review and incident management

Responsible AI Specialist | HealthTech Analytics
August 2018 - May 2021

Served as the lead for responsible AI practices on deployed clinical decision support algorithms, focusing on bias, transparency, and regulatory alignment in healthcare applications.

- Implemented fairness and bias audits for ML models used in patient diagnosis and hospital triage
- Collaborated with data privacy and legal teams to ensure clinical AI workflows conformed to GDPR and HIPAA
- Designed model interpretability tools to aid physicians and support clinical transparency
- Performed risk and error analysis for models across diverse patient demographics
- Facilitated interdisciplinary discussions to align AI product development with ethical and legal requirements
- Contributed to the creation of an AI governance policy adopted company-wide

Machine Learning Engineer | Nova Consumer Technologies
July 2016 - July 2018

Developed and deployed machine learning models powering personalization and recommendation systems, while advocating for ethical technology practices and responsible data use.

- Built and validated personalization models with a focus on fairness and transparency
- Diagnosed and addressed algorithmic bias impacting customer segments
- Documented model decisions for auditability and regulatory reviews
- Worked closely with product and engineering teams to integrate responsible AI controls
- Supported early efforts in developing an internal ethical AI framework

PROJECTS

Enterprise AI Risk Audit Initiative

Led a cross-functional team to design and execute comprehensive AI risk audits for financial ML systems. Established a standardized methodology for identifying high-risk models, evaluating fairness and explainability, and documenting compliance with the NIST AI RMF and EU AI Act. Results contributed to enterprise alignment with upcoming regulatory requirements and improved senior management oversight.

Bias Mitigation in Healthcare AI

Directed the development of a bias mitigation toolkit for clinical decision algorithms, enabling scalable audits and root cause analysis across all pipeline stages. The framework improved the equity and accuracy of AI-driven diagnoses across diverse patient populations, and informed new internal standards for fairness monitoring.

Model Transparency and Explainability Program

Established and scaled a model explainability program, including development of visualization tools, stakeholder training, and documentation templates for regulatory submissions. Enhanced organizational capacity to meet transparency standards required by regulators and clients.

CERTIFICATIONS

Certified AI Ethics and Law Professional | International Association for AI Ethics
2020

Credential demonstrating advanced knowledge in the legal, ethical, and societal considerations for AI systems.

NIST AI Risk Management Framework Certification | National Institute of Standards and Technology (NIST)
2023

Completion of NIST-certified program for implementing and auditing AI risk management strategies in enterprise environments.

Foundations of Trustworthy AI | AI Global Alliance
2019

Formal training program on best practices for trust, transparency, and accountability in artificial intelligence.

EDUCATION

PhD Artificial Intelligence and Ethics | Stanford University, Stanford, CA
2012 - 2016

SKILLS

Responsible AI strategy and implementation | Bias detection and mitigation (data, model, and post-processing) | Fairness metrics and auditing | Model explainability and transparency techniques | AI risk assessment and impact analysis | Policy and regulatory alignment: EU AI Act, GDPR, NIST AI RMF | Ethical AI governance frameworks | Cross-functional stakeholder engagement | Algorithmic accountability and documentation | AI incident response and escalation procedures