

EDNALYN C. DE DIOS

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CAREER HIGHLIGHTS / SUMMARY

5+ years of experience in data science with a focus on **AI/GenAI (LLMs)**, machine learning, and natural language processing (**NLP**). Proficient in **Python, SQL**, and **Power BI** for data analysis, processing, development, implementation, and monitoring of **machine learning** projects and **generative AI** solutions. Worked in **AWS** and **Azure**. Familiar with **GCP, MLOps** and **DevOps** practices. Able to work collaboratively in a fast-paced, dynamic, remote environment, balancing multiple projects and deadlines. Translated business problems into technical solutions. Expertise in explaining complex concepts to non-technical stakeholders. Delivered **actionable insights** to internal and external clients.

TECHNICAL SKILLS

Python – SQL – NoSQL – Power BI – Tableau – Natural Language Processing – Spacy – NLTK – GSDMM – LDA – ETL – EDA – Machine Learning – Git – Jupyter Notebooks – Visual Studio Code – Pandas – Numpy – Matplotlib – Seaborn – Scikit Learn – XGBoost – Visualization – OCR – Streamlit – AWS – Azure – GCP – Project Management – LLM – OpenAI – LangChain – Prompt Engineering – RAG – Vectorization and Embedding – Knowledge Graphs – LangGraph

PROFESSIONAL EXPERIENCE

Independent Consultant

Sep 2023 – Present

Fractional Data Scientist – Provided project-based expertise, analyzing data, building models, and delivering insights to help businesses and organizations solve complex challenges.

Microsoft (Insight Global)

Mar 2022 – Sep 2023

Machine Learning Engineer – Developed, deployed, and troubleshooted machine learning and AI systems, resolving over 200 client cases. Collaborated with stakeholders to optimize the performance and reliability of machine learning models, generative AI, and LLM-based solutions in enterprise and **production environments**.

- Increased productivity by 14% by identifying and troubleshooting complex problematic issues and reporting discrepancies in clients' machine learning systems and generative AI use cases.
- Stayed current with evolving practices regarding generative AI and frameworks such as LangChain and Semantic Kernel for **GPT 3.5 (ChatGPT)** and other LLMs.

Merck (Insight Global)

Aug 2021 – Mar 2022

Machine Learning Engineer – Implemented automation solutions utilizing OCR and NLP techniques on Python, AWS, and UiPath platforms. Transformed large unstructured datasets into structured business documents to **improve operational efficiency**.

- Increased productivity by 20% by designing and developing data science products using computer vision, natural language processing, robotics process automation, machine learning (ML), and artificial intelligence (AI).
- Kept up to date with current developments in generative AI such as **InstructGPT** LLM.

TaskUs

Aug 2019 – Aug 2021

Senior Associate Data Scientist – Led data-driven initiatives across multiple campaigns, utilizing NLP techniques to derive actionable insights. Designed and deployed end-to-end data pipelines on AWS, enhancing data accessibility, operational insights, and **gaining competitive advantage**.

- Improved the NPS (net promoter score) by 10-20 percent, CSAT (customer satisfaction) by 20-30 percent, and FCR (first call resolution) by 10-15 percent of 200+ campaigns.
- Increased productivity by as much as 50% by designing and developing data science products and models using computer vision, natural language processing, robotics process automation, machine learning (ML), and artificial intelligence (AI).
- Stayed abreast of current developments in generative AI such as **GPT 2** LLM.

ACADEMIC EXPERIENCE

Western Governors University – Salt Lake City, UT
M.S., Data Analytics (Data Science)

Sep 2023

Western Governors University – Salt Lake City, UT
B.S., Data Management and Data Analytics (Data Science)

May 2023

HONORS & AWARDS

Winner of CivTechSA Datathon 2019 – Joint-Service Commendation Medal – Navy Good Conduct Medal – Admiral's Letter of Merit – Sailor of the Year – Sailor of the Quarter

RECENT DEVELOPMENT PROJECTS

RAG on AWS: Retrieval-augmented generation using Amazon Textract, Amazon Bedrock, Amazon Kendra, and LangChain to implement an intelligent document processing system.

RAG on Local LLM Chatbot: Implemented retrieval-augmented generation using local large language models to demonstrate how a recruiter or HR personnel can benefit from a chatbot that answers questions regarding candidates. Used Ollama, LangChain, and Streamlit to deploy.

GenAI-Powered NLP: Used LangChain and ChatGPT to demonstrate how organizations can use the power of LLMs to perform classic NLP tasks like named-entity recognition, sentiment analysis, topic modeling, and summarization.

Online News Popularity Predictor: A binary classification model that predicts whether an online post will go viral or not.

<https://github.com/ecdedios>