

Carla Prieto

Machine Learning Engineer

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Experience

2022 - 2024 | Hundred X Machine Learning Engineer

- Led project that analyzed customer comments to provide insights for both external clients and the internal insights team.
- Co-designed and implemented dashboard for clients to visualize and understand customer comments trends.
- Implemented a model to identify customer comments topics and trends over time using BERT.
- Used GPT-3.5 API to name the topics customers were discussing.
- Drove sentiment model improvements. Accuracy increased from 60% to 85% overall and 93% for English comments.
- Designed a data pipeline to clean customer comments, apply the ML models, and populate the dashboard's data tables.
- Collaborated closely with data science, insights, and customer teams to ensure project success.
- Delegated data engineering tasks to the engineering team to streamline workflow and enhance efficiency.

2019 - 2021 | Amazon Software Engineer

- Implemented feature based on machine learning model output to reduce time in manual data annotation by 5%.
- Maintained machine learning models for real time prediction in a production environment.
- Designed and developed data pipeline to deliver metrics to business intelligence.
- Designed and implemented end to end tests and reduced deployment time by half.

2017 - 2019 | Spectrum Effect Software Engineer

- Helped implement data pipeline for feature extraction at large scale.
- Collaborated with data scientists to implement machine learning models.
- Implemented algorithm for localization using graph databases.

Education

UC Berkeley M.I. Data Science - 2024

Tecnologico de Monterrey (ITESM) B.S. Information and Communication Technologies 2016

Projects

AI Travel Assistant Chatbot In-house fine-tuned LLM to provide Airbnb recommendations. [oliviawebpagedemo.my.canva .site](https://oliviawebpagedemo.my.canva.site)

Alexa Utterances and Intent Implemented BERT and CNNs to categorize users phrases to applications in Alexa. tinyurl.com/alex bert utt

Skills

Machine Learning Tools TensorFlow, scikit-learn

Programming Languages Python, Java, R, SQL

Data Analysis, Visualization Pandas, NumPy, Tableau, D3

Big Data Technologies Apache Airflow, Kubernetes

Cloud Computing Familiarity AWS, GCP

Statistics A/B Testing, field experiments