Caterina Bonan, PhD.
DATA SCIENCE LEADER

Cambridge (UK)   caterina.bonan@outlook.com   +447983818663   in caterinabonan   CaterinaBi

About me

I'm a tech-driven leader with deep expertise in building, optimizing, and maintaining AI agents at scale. Currently, I manage conversational AI solutions for 50+ customers across multiple industries (financial, healthcare, etc.). With advanced skills in textual and conversational analysis, I bridge the gap between complex language data and business impact. I lead a customer-facing team of data scientists and AI Trainers, combining hands-on technical work with strategic guidance. I thrive in dynamic environments where clear communication, collaboration, and scalable AI are key to success.

Experience

Five9, Services Data Sciences Manager (AI Tuning)
London, UK
February 2025 – Present

- Lead and mentor a team of 13 (8 Data Scientist, 5 AI Trainers), setting and evaluating MBO goals while fostering professional growth.
- Ensure seamless collaboration with a global team of 20+ Automation Engineers across the US, Canada, and India.
- Own customer onboarding, resource planning, and proactive issue resolution to ensure delivery excellence.
- Define and standardise business KPIs, CX metrics, and NLP evaluation frameworks across customer deployments.
- Oversee the ongoing optimisation of 50+ AI Agents, ensuring high performance and alignment with client objectives.
- Drive R&D across the whole DS Team.

Five9, Services Data Scientist (AI Tuning Lead)
London, UK
April 2023 – January 2025

- Lead and mentored a team of 5 (1 Data Scientist, 4 AI Trainers).
- Owned a portfolio of 8-10 AI Tuning customers, and overseen maintenance work for 40 customer projects owned by other team members.
- Responsible for R&D of internal scripts and reusable templates to enable consistent, high-quality analysis and product delivery for the AI Tuning Team.

University of Cambridge, Post-Doctoral Researcher
Cambridge, UK
Sept 2019 – February 2023

- Conducted research projects funded by the Swiss National Science Foundation.
- Taught classes in theoretical linguistics (BA and MA level).

Education

PhD **University of Geneva (CH)**, Theoretical Linguistics
Sept 2015 – Aug 2019

- **Coursework:** Syntactic Analysis, Fieldwork, Computational Linguistics.

Technologies

Languages: Advanced Python (and data analysis/visualisation libraries), Intermediate SQL, Basic Java, LaTeX.

Technologies: Excel, Google Cloud Platform (GCP), BigQuery, Google DialogFlow (ES, CX, API), Google Gemini API, OpenAI GPT API, Google Looker Studio, HumanFirst.

Platforms: LucidChart, Salesforce, Monday, UKG, Fresh Service, Culture Amp, Confluence.