KONSTANTINA ANTONOPOULOU

LinkedIn | GitHub

NLP Expert | Computational Linguist | Conversational AI Specialist

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📜 SUMMARY

Experienced Natural Language Processing (NLP) expert with a strong focus on Natural Language Understanding (NLU) for automated conversational systems including chatbots and voicebots. Skilled in designing and implementing scalable, KPI-driven solutions using state-of-the-art tools and frameworks. Passionate about linguistics and creating intuitive AI interactions.

💼 EXPERIENCE

NLU Expert – Conversational Intelligence Chapter Vodafone Greece | *June 2023 – Present*

- Designed robust in-house NLU systems for TOBi chatbot and voicebot using Microsoft Azure CLU & LLMs
- Collaborated with bot trainers and conversation designers to translate business needs into technical solutions
- Developed end-to-end conversational flows aligned with key performance indicators

Text Annotation Specialist
Internship, Orcawise | *Oct 2016 – June 2023*
- Annotated financial and technology texts using SpaCy's NER annotation tool
- Focused on semantic accuracy and linguistic consistency across large datasets

Teacher of English
Freelance | *Oct 2013 – April 2024*

Social Media Evaluator
Freelance, Appen | *Nov 2021 – April 2022*

🎓 EDUCATION

MA Theoretical & Applied Linguistics, Aristotle University of Thessaloniki | *Oct 2019- May 2023*

Ptychio English Language & Literature, Aristotle University of Thessaloniki | *Oct 2012 – June 2018*

🛠️ TECHNICAL SKILLS

- **Languages**: Python, R

- **Libraries & Tools**: Sci-kit Learn, SpaCy, gensim, word2vec, NLTK, tidyverse, ggplot, Pandas

- **Platforms**: Microsoft Azure (Language Studio, CLU), Rasa, Splunk

- **Data**: JSON, XML, regex

- **Prompt Engineering:** Designed and deployed an intent classification prompt covering nearly 100 intents, now in production

- **Retrieval-Augmented Generation (RAG):** Built simple RAG pipeline with Mistral, FAISS & LangChain for dynamic Q&A over CV content; focused on retrieval accuracy and user interaction

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🎓 TRAININGS

- **Advanced NLP with Python for Machine Learning** – LinkedIn

- **Python Modelling, Distributional Semantics & Advanced Statistics with R** – EMLAR, University of Utrecht

- **Athens NLP Summer School 2024** – Athena Research Center

- **Workshop on Data Wrangling** – University of Utrecht

- **Generative AI & Ethical AI Courses** – Skillsoft

- **Generative AI Foundations** – Skillsoft

- **Navigating Ethical AI Challenges & Risks –** Skillsoft

- **Fine-Tuning Large Language Models** – DeepLearning.AI

🌍 LANGUAGES

- **Greek**: C2

- **English**: C2

- **Spanish**: C1

- **German**: B2 – C1

🤝 SOFT SKILLS

Work ethic	Flexibility
Intellectual Curiosity	Empathy