

Lena Shakurova | NLP Engineer & Chatbot Developer

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Experienced Chatbot Developer and NLP Engineer with a background in Computational Linguistics and AI and about 4 years of professional experience applying NLP methods to real-world challenges across different domains.

Work Experience

- **Self-employed Chatbot Developer & NLP Engineer** **Pars Labs, Netherlands**
deep learning • machine learning • python • rasa • dialogflow *April 2018–present*
Working on long-term projects as an NLP specialist and Chatbot Developer.
 - Research on intent detection and named entity recognition approaches for an HR chatbot (Python, LUIS, padatious)
 - Developed an English-speaking automated voice attendant chatbot (DialogFlow)
 - Worked on the annotation project for Aspect-Based Sentiment Analysis task (Prodigy)
 - Chatbot consultant for a healthcare chatbot (DialogFlow)
 - Building a language learning chatbot assistant (Rasa)
- **NLP Architect & Chatbot Developer** **COIN, Remote**
python • DialogFlow • conversation design *August 2019–December 2019*
Working in a team as an NLP Architect Chatbot expert building a financial chatbot assistant. Took part in re-architecting the chatbot, worked on developing a strategy for expanding the chatbot to new languages and new communication platforms, improved the workflow and was guiding the chatbot development process.
- **NLP Research Engineer** **TextKernel, Amsterdam**
sequence labelling • transfer learning cross-lingual embeddings • tensorflow *November 2018–July 2019*
Working full-time in a document understanding team, doing research and development on multilingual CV parsing for low-resource languages.
 - Developed a universal Slavic CV parsing pipeline for 5 languages, using transfer learning and cross-lingual embeddings
 - Built a cross-lingual model that performs well in zero-shot CV parsing scenario
 - Developed guidelines and best practices for learning cross-lingual embeddings and doing transfer learning for our task of CV parsing
 - Created new intrinsic metrics for evaluating the quality of cross-lingual word embeddings
 - Improved error analysis work flow
 - Presented at two conferences and published a paper
- **Chatbot Developer** **United Wardrobe, Remote**
python • DialogFlow *April 2018–October 2018*
Developed a prototype of a Dutch-speaking customer support chatbot.
- **NLP Engineer** **NCEM, Moscow**
python • machine learning • Sklearn • NER • web-crawling • databases *August 2016–August 2017*
Core member of AI development team working full-time on building a social media monitoring system.
 - Built several domain-specific text classifiers
 - Developed an annotation work flow and guidelines
 - Developed news content-based clusterisation system
 - Improved Named Entity Recognition
 - Worked on key word extraction
- **Junior Web Developer** **TT-Consult, Remote**
HTML • PHP • SEO • web crawlers *June 2014–August 2016*
Editing content, debugging code, re-designing the website and doing Search Engine Optimisation.

Education

- **Masters of Artificial Intelligence** **Nijmegen**
2017–2019
Radboud University
- **Bachelor of Computational Linguistics** **Moscow**
2013–2017
National Research University Higher School of Economics
- **Exchange student, Computational Linguistics** **Helsinki**
2015–2016
University of Helsinki

Skills

- **Programming Languages:** Python, R
- **Web-development:** HTML, CSS, JavaScript, Flask, Scrappy
- **ML and NLP:** SpaCy, NLTK, pandas, gensim, Sklearn, TensorFlow, WEKA
- **Word embeddings:** Word2Vec, FastText, MUSE, VecMap
- **Chatbots:** Rasa, DialogFlow, LUIS, padatious
- **Data annotation:** Prodigy, Toloka, Tagtog
- **Databases:** MySQL, SQLite, MongoDB, PostgreSQL
- **Other:** \LaTeX , Jupyter Notebook, git, bash, Linux
- Sentimental Analysis, Chatbots, Word sense disambiguation (WSD), Topic modelling, Named Entity Recognition (NER), Web-crawling, Text classification and clusterisation, Duplicates detection, Sequence labelling, Information Retrieval, Automatic text summarisation

Projects

- **Resume Chatbot** [\[Link\]](#) The chatbot answers simple interview-like questions about me. Built with Python, Flask and DialogFlow.
- **Web app for practising Russian** Web app that automatically generates language tests for practising Russian. Built with Python and Flask.

Academic experience

Conferences

- **PyData Amsterdam** [\[Video\]](#) **Amsterdam**
May 2019
"How to expand your NLP solution to new languages using transfer learning"
- **CLIN29 Conference** **Groningen**
January 2019
"Best practices for learning domain specific cross-lingual embeddings"
- **Conference ConCort on Digital Humanities** **Nizhnyj Novgorod**
October 2016
"Instruments of Quantitative Typological Research"

Publications

- **Best practices for learning domain-specific cross-lingual embeddings, 2019** [\[Link\]](#)
Shakurova L., Nyari B., Li C., Rotaru M.
Proceedings of Repl4NLP workshop, ACL conference
- **Universal Dependencies for Russian: A New Syntactic Dependencies Tagset, 2016** [\[Link\]](#)
Lyashevskaya O., Drogonova K., Zeman D., Alexeeva M., Gavrilova T., Mustafina N. and Shakurova E.

Additional Information

Language Skills

- **Native:** Russian
- **Advanced:** English (C1 CEFR Level, CAE)
- **Intermediate:** German, Dutch
- **Basic:** Spanish, Finnish, French

Awards.....

- o **Orange Tulip Scholarship Russia** 2017 awardee
- o **T500 2018** - list of 500 most talented young people in the Dutch digital scene

Extra activities.....

- o **President of Language Exchange Committee**, ISN Nijmegen, 2017 - 2018

Interests.....

Programming · Travelling · Music · Psychology · Literature