

# Francisco Manuel Fernández Tinoco

## Data Science & Big Data. Machine Learning & AI

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### Professional Profile

Data Scientist with experience in developing predictive models, data automation, and process optimization through Machine Learning and AI. Expert in Python and SQL with knowledge of cloud technologies such as AWS and Google Cloud. Passionate about transforming data into strategic solutions that enhance business decision-making.

### Work Experience

#### Machine Learning Engineer

Outlier.ai | November 2024 - Present

- Evaluated thousands of responses generated by LLMs, improving prompt alignment by **30%** through detailed analysis of relevance, vocabulary, and semantic accuracy.
- Identified contextual errors, off-topic content, and inappropriate language, increasing linguistic quality by **25%**.
- Selected more human-like and natural responses in supervised training workflows, contributing to enhanced model performance in conversational tasks.

#### Operations Data Scientist

Teldar Travel SL | May 2023 – November 2024

- Managed and resolved over 100 daily tickets in Salesforce related to bookings, modifications, and cancellations, reducing resolution time by 25%.
- Coordinated with providers and hotels to execute agency requests, achieving a 98% success rate in processed tickets.
- Escalated more than 300 technical incidents via Jira, decreasing technical support response time by 20%.
- Classified tickets by type and urgency and created email templates, reducing average response time by 15%.

### Education

#### Master's in Data Science & Big Data Applied to AI

IEBS, 2025

#### Education in Computer Engineering

National University of Distance Education (UNED), 2020

### Technical Skills

**Programming Languages:** Python, SQL, HTML, CSS

**Data Science & Big Data:** Pandas, Numpy, Matplotlib, Seaborn

**Machine Learning, Deep Learning, & AI:** Scikit-learn, TensorFlow, Pytorch, Pyspark, NLP, ETL Pipelines, Feature Engineering, Model Deployment, MLOps

**Web Development & Tools:** Flask, Django, Git & Github

**Cloud:** AWS, Google Cloud, Docker, Kubernetes

### Projects & Portfolio

#### CryptoSignal Mobile App

- Built a Python app using Kivy to track cryptocurrency prices and provide real-time buy/sell signals.
- Increased prediction accuracy by 15% and boosted success rate by 5%.

#### API Development for Data Analysis

- Created a Python tool to analyze travel agency tickets exported from Excel.
- Automated classification by urgency using pandas logic, cutting manual work by 50% and reducing human errors by 30%.
- Saved up to 10 hours of manual analysis per week for the team.

### Certifications & Additional Training

**Machine Learning: Applied to Python & Data Science (Udemy, 2024)**

**Worksmart: Optimize Your Workday with Chatgpt & IA (IEBS Biztech School, 2024)**

**The Python Mega Course: Build 10 Real World Applications (Udemy, 2024)**

**Introduction to Sql (Sqlbolt, 2024)**

### Languages

Spanish: Native

English: Advanced (C1)

German: Beginner (A2)