Javier Andrés Herrera Bernal

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Professional Profile

AI Agent Developer, Consultant, and Data Scientist with over 5 years of experience in designing and implementing Artificial Intelligence and Machine Learning solutions for finance, healthcare, and insurance. Currently focused on developing intelligent agents using cutting-edge frameworks such as LangChain and LangGraph, with an emphasis on automating processes and enhancing customer interactions. For a more comprehensive overview of my work and projects, please visit my portfolio at [javierherrera1996.github.io ↗](javierherrera1996.github.io).

Technical Skills

- **Languages:** Python, R, SQL
- **Frameworks & Libraries:** LangChain, LangGraph, TensorFlow, PyTorch
- **Cloud & Big Data:** GCP, Azure, AWS, Spark/PySpark
- **Tools:** Data Visualization, NLP, Web Scraping, Predictive Modeling, Conversational AI Development, Prompt Engineering
- **Methodologies:** AI Consulting, Agile, Design Thinking
- **Version Control:** Git, GitHub

Education

Master's Degree in Economics *2023 – Present*
University of The Andes, Colombia

Bachelor's Degree in Economics *2015 – 2020*
Pontificia Xavierian University, Colombia

Professional Experience

Cognitive Analytics Specialist, AI Consultant & AI Agent Developer, Senior Data Scientist — *Banco Davivienda (Aug 2021 – Present)*

- Led the consolidation of roles (from Professional II to Specialist II), integrating data pipelines for text, voice, and conversational agent analysis.
- Developed AI-driven call analysis systems and prototypes of conversational agents leveraging LangChain (RAG Implementation) and LangGraph, reducing manual review time by 30%.
- Provided AI consulting services and implemented prompt engineering strategies to optimize customer service interactions, achieving a 20% increase in first-contact resolution.

Adjunct Professor & AI Consultant — *Univ. Sergio Arboleda (Apr 2024 – Present)*

- Teach courses to Undergrade Students: Predictive Methods, Marketing Analytics, Data Analytics.

Data Scientist & Research Assistant — *Various Institutions (2019 – 2021)*

- **iData-Advance Analytics:** Designed segmentation and demand forecasting models for the retail and healthcare sectors, improving forecast accuracy by 15%.
- **UC Berkeley:** Conducted research on Text Mining and NLP, optimizing literature classification by 40%.
- **Caritas Colombianas:** Managed large datasets and developed interactive dashboards using R and Python.
- **Teaching & Research Assistant (Pontificia U. Javeriana):** Assisted in data analysis and economics courses, ensuring high-quality data for academic publications.

Additional Courses and Certifications

- **Summer School in Chicago (Business Program)** by U. Loyola Chicago, USA
- **EF Course Abroad** in Manchester, UK — C1 Certification
- **MBA Fundamentals** by LSE
- IBM Data Science Professional Certificate
- IBM AI Engineering Professional Certificate
- DS4A by Correlation One