

# KERI MALLARI, PhD

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## INDUSTRY & NONPROFIT EXPERIENCE

### **Tech Impact, Data Innovation Lab**

2025 - Present

*Research and Data Scientist*

- Designed and prototyped a conversational interface that translated complex policy and benefits eligibility rules into plain, accessible language, improving usability and enrollment pathways for public benefits programs.
- Developed predictive models to identify risk of discontinuing rehabilitation, enabling a nonprofit partner to prioritize outreach and improve retention outcomes.
- Collaborated with cross-functional teams to advance internal innovation initiatives, leveraging data science to address social impact challenges.

### **Delaware Department of Labor - Vocational Rehabilitation**

2025 - Present

*Data Scientist (Contract)*

- Conducted discrepancy analyses across multiple reports to ensure accuracy, consistency, and data integrity in federal labor reporting.
- Performed trend analyses to identify priority areas and inform decision-making for program evaluation and resource allocation.
- Translated complex, technical reports into clear, accessible, and interactive dashboards, improving readability and stakeholder engagement.
- Partnered with program and policy teams to highlight actionable insights and support evidence-based workforce initiatives.

### **Microsoft, AI for Good Lab**

Summer 2024

*Applied Science Intern*

- Trained a proprietary deep learning model for a classification task, employing various hyperparameter optimization and cross-validation techniques to rigorously evaluate and improve performance metrics.
- Spearheaded the design and implementation of a complementary dataset, leveraging key feature and data augmentation techniques to enhance model performance and robustness on unseen data.
- Delivered findings to executive-level stakeholders, highlighting key improvements in feature thresholds and data distribution and outlining future steps for further improvement.

### **Twitch (Amazon Subsidiary)**

Summer 2021

*Applied Science Intern*

- Conducted end-to-end machine learning research, including building an analytics pipeline using SQL and Python to generate actionable insights for content creators.
- Leveraged proprietary embedding models and clustering techniques to analyze over 1,000 chat streams, identifying recurring topics and conversational trends to enhance audience engagement.
- Presented findings to cross-functional teams across design, research, data science, and VP levels to drive data-informed decision-making.

## EDUCATION

### **University of Washington**

*MS/PhD, Human Centered Design and Engineering*

2025

Thesis: *Developing Feedback Systems for Live Stream Communities Using Large Language Models*

### **CUNY Lehman College**

*BS, Computer Science*

2019

*BA, Mathematics*

2019