

Laurel Goodhart

Software Engineer & Computational Linguist

✉ hi@konahart.com
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Experience

- 2019—2021 **Senior Software Engineer**, *Primed*, San Francisco, CA / remote.
- Conversation design
- 2018 **Natural Language Processing Specialist**, *Woebot Labs, Inc.*, San Francisco, CA.
- Improved Natural Language Understanding in the Woebot mental health chatbot
 - Created data collection and annotation strategy
 - Trained, evaluated, and deployed language models for classification
 - Applied expertise in chatbot conversational design to existing product
 - Identified common pitfalls and suggested and implemented solutions
 - Conducted analysis of how natural language understanding issues affect retention during app onboarding
 - Assisted in creation of new chatbot authoring environment for use by non-technical users
- 2015—2017 **Artificial Intelligence Engineer**, *PullString, Inc. (formerly ToyTalk, Inc.)*, San Francisco, CA.
- Worked on *PullString Author*, a software platform for authoring human-fidelity AI conversation
 - Designed, implemented, and improved Natural Language Processing features
 - Features included negation detection, number conversion, user and author input normalization
 - Established large-scale testing to support data-driven decision-making
 - Collaborated with technical and non-technical peers on product features
 - Expressive word/pattern matching syntax for use by non-technical users
 - Natural Language Processing and Machine Learning -based synonym and phrase suggestion

Education

- 2018 **Deep Learning Specialization**, *deeplearning.ai*, Coursera.
- Self-motivated continuing education
 - 5 courses: Neural Networks and Deep Learning; Improving Deep Neural Networks; Structuring Machine Learning Projects; Convolutional Neural Networks; Sequence Models
- 2013—2014 **Professional Master of Science in Computational Linguistics**, *University of Washington*, Seattle, WA.
- Completed intensive, graduate-level program in 1 year
 - Focused on Natural Language Processing (NLP), Machine Learning (ML), and language modeling
 - Specific topics included Machine Translation, Information Retrieval, and Question Answering
- 2009—2013 **Bachelor of Arts in Applied Linguistics**, *Portland State University*, Portland, OR.
- Minor in Computer Science
 - Honors College, undergraduate thesis: “The Linguistics of Sentiment Analysis”

Technical skills & selected projects

- ML** kNN, Decision Trees, Naïve Bayes, MaxEnt, and SVM (Python)
- NLP** HMM-based Part-of-Speech tagger, Word Sense Disambiguation system, CKY parser, tokenization, Context Free Grammars incorporating features and semantic representations
- Languages** Python, C++, Java
- Tools** Jupyter, FastText, TensorFlow, NLTK, spaCy, Stanford CoreNLP, Git, Mercurial, Bash, L^AT_EX

Publications

- 2013 Hart, Laurel “**The Linguistics of Sentiment Analysis**” Portland State University *PDX Scholar*.
2013: <http://pdxscholar.library.pdx.edu/honorstheses/20>