

# Rafael Lacerda

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## Research Interests

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Data Science   Machine Learning   Natural Language Processing   Economics   Information Retrieval

## Industry Experience

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**ROSS Intelligence**, *Legal Technology, Toronto, Canada*

**May 2017 - Current**

### Machine Learning Engineer

- ♦ Applied research in the legal domain
- ♦ Research, development and deployment of machine learning models, microservices and pipelines
- ♦ Question Answering, Ranking, Text Classification, Segmentation, Summarization, Pipelines
- ♦ Speed and quality improvements in Information Retrieval

**OR Empreendimentos**, *Real Estate Investment, São Paulo, Brazil*

**2014 - 2016**

### Financial Analyst

- ♦ Coordination and execution of the Business Intelligence endeavor
- ♦ Improved intelligence productivity of the department, saving 80 man-hours/month
- ♦ Developed financial risk and budget models, saving over 3MM USD monthly

**Zocprint**, *Rocket Internet Venture, São Paulo, Brazil*

**2013**

### Head of Customer Service

- ♦ Developed and grew a new customer service department within the organization
- ♦ Hired and managed 9 customer service agents
- ♦ Defined, mapped customer service business processes and data collection
- ♦ Department was entirely data-driven, with employee productivity tracked, forecasting for future hires
- ♦ Defined Key Performance Indicators and Service Level Agreements
- ♦ Quantitative quality feedback to the operations department

## Skills

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|---|---|
| ♦ Deep Learning, focused on Language Models | ♦ General classification, regression algorithms |
| ♦ Python, R, Java, Groovy, VBA, Bash, SQL   | ♦ Microservices, Docker, Kubernetes             |
| ♦ Keras, Pandas, Tensorflow, Numpy          | ♦ AWS, Falcon, Flask, API development           |

## Education

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**MSc. in Applied Computing (MScAC)**, *University of Toronto*

**Sep 2016 - Dec 2017**

### Courses

- |  |                              |
|--|------------------------------|
| ♦ Introduction to Machine Learning     | ♦ Human-Computer Interaction |
| ♦ Natural Language Computing           | ♦ Computational Neuroscience |
| ♦ Probabilistic Learning and Reasoning |                              |

**BSc. in Economics**, *Universidade Presbiteriana Mackenzie*

**Aug 2011 - Jun 2014**

### Courses of note

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|----------------|---------------------------|
| ♦ Econometrics | ♦ Industrial Organization |
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