

Rafael Lacerda

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Research Interests

Data Science Machine Learning Natural Language Processing Information Retrieval Economics

Industry Experience

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

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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