Cristina **Reguera Gómez**

AI Engineer

Utrecht, Netherlands

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Skills

Programming	Python, R, JavaScript, SQL, HTML, CSS, LaTeX
NLP/ML Tools	PyTorch, PySpark, TensorFlow, Transformers, NLTK, SpaCy, pandas, scikit-learn, Hugging Face
Cloud & Dev Tools	Microsoft Azure (VMs, AI Search, OpenAI Models, Functions, DevOps), Databricks, Git, Docker
Natural Languages	Spanish (native), English (bilingual), Dutch (A1), French (B1), Mandarin Chinese (HSK2)

Experience

AI Engineer
Utrecht, Netherlands

RABOBANK
Oct. 2024 - Present

- Integrating fallback mechanisms and Retrieval-Augmented Generation (RAG) to customer service LLM to ensure factual accuracy and mitigate hallucinations.
- Transitioning Rabobank's customer support chatbot from rule-based system to GenAI architecture using LLMs.
- Performing evaluations for accuracy, safety, and compliance in the banking context using internal datasets.
- Improving critical production models through CI/CD methodology to avoid downtime.
- **Achieved:** Transitioned customer service chatbot to near 100% GenAI answers. 80% of GenAI answers achieved a perfect score according to human evaluators, and 0% harmful answers were generated.

AI & Data Science Intern
The Hague, Netherlands

TNO
Jan. 2024 - Sep. 2024

- Created a natural conversational agent for the healthcare domain by researching the effect of empathetic language usage in the agent.
- Evaluated LLMs with a Chain-of-Thought prompting framework and medical datasets.
- Built an LLM-powered chatbot and evaluated its usability with a user experiment.
- **Achieved:** Implemented a part of the Docker container (response generator) in the CHIP project (diabetes management chatbot), as part of TNO's Hybrid AI team. Resulting project published in peer-reviewed journal.

Data Engineering Research Assistant
Utrecht, Netherlands

CENTRE FOR DIGITAL HUMANITIES, UTRECHT UNIVERSITY
Sep. 2023 - Aug. 2024

- Tested the software for the explorer and virtual research environment of the EDPOP project (European Dimensions of POPular print culture).
- Implemented robust preprocessing pipelines to cleanse and integrate diverse datasets, ensuring data quality and consistency.
- Developed and validated user cases to optimise functionality and usability of research tools.
- **Achieved:** Integrated 3 new datasources to the project, increasing data completeness by 20%, and significantly improved data integrity.

Data Analysis Research Assistant
Boston, USA

PHONETICS, ACQUISITION & MULTILINGUALISM LAB (PAMLab), BOSTON UNIVERSITY
May 2021 - May 2022

- Analysed phonetic features of the Asian American community in Boston with Praat.
- **Achieved:** Identified significant phonetic patterns that contributed to two research papers: Chang & Fraser, 2023 (https://doi.org/10.3765/plsa.v8i1.5558), and Chang & Dione, 2022 (https://doi.org/10.1121/2.0001669).

Education

Research M.A. in Computational Linguistics
Utrecht, Netherlands

UTRECHT UNIVERSITY
2022 - 2024

- Studied courses in Computational Linguistics, Natural Language Processing and Machine Learning from my programme and from the MSc in Artificial Intelligence.
- LOT RM Mobility Programme at Vrije Universiteit Amsterdam.
- Thesis: *Building a Natural Conversational Agent for Healthcare by Examining Empathetic Language* (Grade: 8.5/10).

M.A. in Intercultural Communication and Post-baccalaureate in TESOL
Baltimore, USA

UNIVERSITY OF MARYLAND, BALTIMORE COUNTY (UMBC)
2020 - 2022

- Studied courses in Sociolinguistics, Applied Linguistics and Communication.
- Fulbright Foreign Student Programme.
- Thesis: *Online Translanguaging Practices Among Hispanic International Students in the United States* (Grade: A).

B.A. in English Studies   *Salamanca, Spain*

University of Salamanca   *2015 - 2019*

- Studied courses in Linguistics and English Literature.
- Erasmus+ Undergraduate Study Abroad Programme at University College London.
- Thesis: *Within Four Walls: The Portrayal of Home in American Immigrant Literature* (Grade: 10/10).

Non-degree Studies

Hack4Her   *Amsterdam, Netherlands*

University of Amsterdam & Vrije Universiteit Amsterdam   *June 2024*

- Hackathon focused on women in tech, where I collaborated with other students from Dutch universities.
- Project: SafePath, a web application that calculates safe walking routes in Amsterdam, based on safety data and user feedback.

17th Conference of the European Chapter of the Association for Computational
Linguistics (EACL 2023)   *Dubrovnik, Croatia*

Association for Computational Linguistics (ACL)   *May 2023*

- Tutorials: *Emotion Analysis from Texts; Summarization of Dialogues and Conversations At Scale; Mining, Assessing, and Improving Arguments in NLP and the Social Sciences; AutoML for NLP*.

Honours & Awards

Scholarships

2021	**Baltimore Field School Fellowship**, Andrew W. Mellon Foundation
2020-22	**Fulbright Foreign Student Programme**, U.S.-Spain Fulbright Commission
2017-18	**Erasmus+ Undergraduate Study Abroad Programme**, European Union

Awards

2023	**Student Volunteer Award**, ACL
2022	**President's Honour List**, UMBC
2021	**Ideathon Award for Social Justice**, UMBC Graduate Student Association

Publications (selected)

Reguera-Gómez, C., Paperno, D. & de Boer, M.H.T.   *Tallinn, Estonia*

Proceedings of the Joint 25th Nordic Conference on Computational Linguistics and 11th Baltic Conference on
Human Language Technologies (NoDaLiDa/Baltic-HLT 2025)   *2025*

- Empathy vs Neutrality: Designing and Evaluating a Natural Chatbot for the Healthcare Domain, pp. 508–517.

Zgreabăn, M., Stasica, E., Reguera- Gómez, C. & Paperno, D.   *Netherlands*

Morphology   *To appear*

- Shedding Light on Linguistic Shadows: A Cross-Lingual experiment on the Transparency of Nominal Compounds in Large Language Models

Service

2023	**Peer Reviewer**, *LingUU Journal*
2022-23	**Editor**, *LingUU Journal*
2021-22	**Senator**, UMBC Graduate Student Association