

Cristina Reguera Gómez

AI ENGINEER

Utrecht, Netherlands

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Skills

Programming Python, R, JavaScript, SQL, HTML, CSS, LaTeX

ML/NLP Tools PyTorch, PySpark, TensorFlow, Transformers, NLTK, SpaCy, pandas, scikit-learn, Hugging Face

Cloud & Dev Tools AWS, Microsoft Azure, Databricks, Git, Docker, Copilot Studio

Natural Languages Spanish (native), English (C2), French (B1), Mandarin Chinese (HSK2), Dutch (A1)

Experience

AI Engineer

Utrecht, Netherlands

RABOBANK

Oct. 2024 - Present

- Leading the transition of Rabobank's customer support chatbot from a rule-based system to a Generative AI architecture using LLMs.
- Integrating fallback mechanisms and Retrieval-Augmented Generation (RAG) pipelines to ensure factual accuracy and mitigate hallucinations.
- Performing evaluations for accuracy, safety, and compliance in the banking context using internal datasets.
- Developing prompt engineering strategies for domain-specific tasks like financial advice and user intent classification
- Achieved:** Deployed the GenAI aspect of the chatbot to production. 80% of GenAI answers achieved a perfect score according to human evaluators, and 0% harmful answers were generated.

AI & Data Science Intern

Randstad, 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 evaluating 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.

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

- Hackaton 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.

Zgreabă, 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