MICAL NEILL

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Conversation Design / Analytics / Internationalization

Design and implement customer experiences using a continuous improvement method to create a virtuous cycle of engagement. Build stories with the right signals on large language data sets to improve UX in 4 languages(English, Italian, Spanish, French). Own internationalization and maintenance of the Local Search project into Italian and Spanish, comprised of 1600 lines of code in Java, to help customers find what they are actually looking for. Insist on the highest standards with an across locale project to make all responses grammatically correct through a strategy of **Think** - **Research** - **Plan** - **Write** - **Validate** - **Modify**. Training and testing data catalogue strategy from inception to real improvement through various model cycles. Personally built over 60% of the NLP infrastructure in my domain for Italy, the most successful launch thus far for Alexa info. Internationalized complex dynamic (search) and static (weather) systems. Most passionate about complicated puzzles needing all of the tools in the toolbox or even those yet to learn.

TECHNICAL SKILLS

Languages: Python 3.6.4, SQL, Java(intermediate), JavaScript, CSS, HTML5, JSON
NLP(Natural Language Processing)**:** Generative and Selective(Ranking) Models
Data Manipulation & Visualization: Pandas, Numpy, Matplotlib, Plotly, BeautifulSoup
Database: MySQL 5.7, MongoDB, SQLAlchemy, Access
Other: Flask 1.0, Heroku**,** Git, Microsoft Office Suite, Elasticsearch, Tableau

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EXPERIENCE

Amazon Personal Mobility – *Language Data Analyst / i18n Knowledge Engineer*
Santa Clara, CA • 11/2013 - Current
- All data analysis for Italy to find, prioritize and move action items
- Data quality for model improvement
- Prompts(answers) for 3 locales
- Design and implementation for improvements in annotation
- Craft Python tools to lower latency / increase accuracy in NLP ranking models
- Amazon in the Community, Clown Therapy for Children

The University Of Cagliari - *Linguistics Expert*
Cagliari, Italy • 09/2011 - 06/2013
- Delivered on large scale translation and interpretation projects(French – Italian – English)
- Mentored students from freshman to master's level

CLS Communications - *Localization Project Manager*
Cagliari, Italy • 09/2010 - 05/2012
- Boosted the localization efforts to deliver on localization projects for contracts, bond releases, legal documents, web content, etc.

University of Paris System - *Master Of Languages* / *Lecturer*
Paris, France • 01/2006 - 08/2010
- Supervise the organization of conferences between several universities from five EU countries
- Lead student project to create a Lexicon for the publishing world

The Paris Institute Of Political Studies (Science Po) - *Lecture*
Paris, France • 09/2006 - 01/2009
- Advise students for a year abroad
- Direct and teach classes in English Business Writing

University Of California, Berkeley – **Bootcamp Certificate in Data Analytics**
San Francisco, CA • 2019

- A 24-week intensive program focused on gaining technical programming skills in: Databases (MySQL, ETL, MongoDB), Tableau, Fundamental Statistics(Modeling, Forecasting), Python Programming (NumPy, Pandas, Matplotlib, API Interactions, Social Media Mining), Machine Learning, Hadoop, Front-End Web Visualization
- Final project: Merging city traffic and Uber/Yelp data to get a better picture of traffic flows with interactive UI. Use ML models to predict future traffic and subsequent customer feedback

University Of Paris IV-La Sorbonne – **Diplôme d'études approfondies**(DEA)
Paris, France • 2009

- Linguistics, Romance Languages (Thesis Written In French)
- Program of scientific research with a comparative approach to developmental differences between romance languages
- Tracked specific words in 4 languages over several centuries and how their evolution shaped the societies around them. In particular, how the verbs "to have", "to hold" and "to get" changed verb forms to expand or limit expression

University Of Paris IV-La Sorbonne – **Master of Arts(Maîtrise)**
Paris, France • 2007

- Spanish Language and Literature (Thesis Written In Spanish)
- Thesis in Peruvian literature and history to identify the origins of Magical Realism in Peru and the influence of the Aymara language on Peruvian literature
- History of colonization on language, how language can create social class and structure society

San Francisco State University – *Bachelor of Arts*
San Francisco, CA • 2005

- Two Bachelor Of Arts Degrees; One In Comparative Literature And One In Spanish
- Dean's list
- Recipient - The Society for Classical and Comparative Studies Travel Scholarship
- Recipient - The Sara Ruth Prize in Comparative and World Literature
- Participant - Two study abroad programs (Santiago, Chile and Paris, France)
- Chair - International Education Exchange Council (1000+ person student organization)
- Student Representative - All University Committee of International Programs