

Doug Raffle

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EDUCATION

WEST VIRGINIA UNIVERSITY

MS IN STATISTICS
Aug. 2015 | Morgantown, WV

CALIFORNIA UNIVERSITY OF PENNSYLVANIA

BS IN COMPUTER SCIENCE
MINOR IN MATHEMATICS
May 2013 | California, PA

LINKS

Website://
dougraffle.com/
Github://
github.com/raffled/
LinkedIn://
linkedin.com/in/raffled

SKILLS

LEADING

End-to-End Data Science Lifecycle
Cloud-native Data Science
Generative AI Integration
Innovation & Incubation Projects
Agile Development
Data Science Best Practices &
Community Development

CONTRIBUTING

Statistical Modeling
Multivariate Statistics
Data Mining & Machine Learning
Model Automation
Software & Data Engineering
Data Visualization
Teaching & Public Speaking

EXPERIENCE

THE HARTFORD

Hartford, CT

CLAIMS & OPERATIONS DATA SCIENCE

DIR. DATA SCIENCE | EMERGING SCIENCES

Dec. '23 - Present

- Lead Data Science work in building the first fully automated, large scale GenAI summarization & information extraction solution at The Hartford for summarizing medical Records in WC & GB claims. Once fully released, this capability is expected to provide more than \$5mm in annual expense benefit.
- Prototyped and deployed non-integrated Test & Learn of our summarization engine in less than 8 weeks, quickly proving out summarization benefits while identifying gaps in existing upstream pre-processing and document AI solutions.
- Lead work to rebuild upstream dependencies for summarization in less than 12 weeks, leading to a production integrated Test & Learn of OCR, pre-processing, and refined summarization capabilities and validated a plan for full production roll-out in early 2025.
- Tightly Coordinated with more than a dozen Data Science, Technology, Strategy, and Claims teams to plan, validate, and execute GenAI work within the Claims space.
- Proposed and recieved funding to create the first Line of Business dedicated GenAI team with The Hartford.
- Participated in the creation of longterm capability roadmap for GenAI use-cases with Claims & Operations, indentifying both opportunities for production work and an experimental/POC backlog.
- Particpated in vendor engagements for POCs and demos in addition to coordinating training & enablement with external partners like AWS and Anthropic.

DIR. DATA SCIENCE | WORKERS' COMP & GROUP BENEFITS July '22 - Dec '23

- Owned a suite of models designed to ensure the right claims were being worked by the right resources at the right time by triaging them using modeled complexity metrics or identifying claims for specialized handling (e.g., fraud, financial risk).
- Oversaw five production releases of model-driven solutions in both batch and real time delivery frameworks.
- Matured monitoring, bias detection & mitigation, and other model lifecycle management practices.
- Took a leadership role in a complete overhaul of the Data Science job families across the enterprise, ensuring we competed with the market while maintaining employee engagement.

ACTUARIAL TECHNOLOGY & INNOVATION (ACTECH)

DIR. DATA SCIENCE | AcTECH PRICING & CONSULTING

Sept. '21 - July '22

- Owned the suite of Commercial Lines Risk Score & Pricing models and the monitoring, modeling, and deployment infrastructure needed to maintain them. The total portfolio allocated over \$3bn in in-force premium across Auto, Property, General Liability, and Workers Compensation for both Middle & Large and Small Commercial policies.
- Managed and mentored data scientists, engineers, and actuaries assigned to both Consulting and Pricing work streams.
- Worked closely with partners in Data Science, Actuarial, and Product to identify enhancements to our Pricing Models and opportunities for consulting engagements.

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EXPERIENCE (CONT'D)

DIR. DATA SCIENCE | AcTECH CONSULTING

Mar. '21 - Sept. '21

- Expanded the AcTech Consulting team from just myself and one associate data scientist to a diverse team of five data scientists and data engineers in a year.
- Broadened the scope of the Consulting portfolio from modeling focused projects to also include data engineering efforts (e.g., building new data pipelines, process re-engineering, building interactive analytical/reporting apps).
- Consulted with Actuarial leadership on the adoption of emerging technologies/platforms and incorporating statistical modeling, machine learning, and modern data technologies into their business processes.

SR. DATA SCIENTIST | AcTECH TRAINING

Oct. '18 - Mar. '21

- Founded the AcTech Consulting team, which works across the Actuarial organization and helped to accelerate modeling and automation focused projects across all lines of business.
- Fit a variety of statistical models and machine learning algorithms to modernize or enhance existing Actuarial processes (e.g., stochastic reserve modeling, modeled rate indications, claim-level loss development) and worked with Actuarial partners to integrate these insights into their workflows.
- Designed curriculum for and conducted classroom-based training in an intensive 8-week program for actuaries. This evolving course teaches modern data science techniques and data technologies and includes a hands-on capstone project.

SMALL COMMERCIAL DATA SCIENCE

DATA SCIENTIST | UNDERWRITING TRIAGE

Feb. '17 - Oct. '18

- Designed and implemented model scoring engine to serve live predictions from a suite of machine learning algorithms (via a RESTful web service) as part of a Chairman's Award-winning initiative to streamline the quoting process for customers.
- Fit machine learning algorithms to predict customer characteristics, triage new and renewal business, and generally assist in the underwriting process using large first and third party data sources.

MYLAN LABS (VIATRIS)

SPECIALIST | COMMERCIAL ANALYTICS

Morgantown, WV

Sept. '15 - Jan. '17

- Acted as an internal consultant, using statistical models and machine learning algorithms to analyze Mylan's products, customers, and competitors using R and other statistical packages.
- Designed presentations summarizing Mylan's major product markets, including product and competitor performance, for senior leadership.
- Modernized reporting and presentation workflows using Tableau and Shiny to create streamlined, interactive dashboards.

CALIFORNIA UNIVERSITY OF PENNSYLVANIA

LECTURER | BUSINESS STATISTICS

California, PA

Jan. '16 - Dec. '16

- Used real world experience as a data scientist to introduce students from the business college to the concepts they'll need to work in a modern, data-driven business environment.

AWARDS & HONORS

TECH & OPS VISIONARY AWARD: MEDICAL RECORDS SUMMARIZATION

2024

CHAIRMAN'S AWARD: SMALL BUSINESS OWNER SCORE

2018

WVU OUTSTANDING GRADUATE TEACHING ASSISTANT

2014

VOLUNTEER/SERVICE EXPERIENCE

RIDERCOACH, MOTORCYCLE SAFETY FOUNDATION

2023+

MENTOR, CORRELATION ONE / DATA SCIENCE FOR ALL (DS4A)

2021

MATH BUDY, HIG MATH & READING BUDDIES

2018-2019