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 & Agentic AI
Responsible AI
Innovation & Incubation Projects
Agile Project Management
Data Science Best Practices &
Community Development

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

EXPERIENCE

THE HARTFORD
Hartford, CT

CLAIMS & OPERATIONS DATA SCIENCE
AVP Data Science | Emerging Sciences — Jan. '25 - Present
Dir. Data Science | Emerging Sciences — Dec. '23 - Jan '25

- Lead Data Science and AI team building and continuing to expand the first fully automated, large scale GenAI summarization & information extraction solution at The Hartford for over 2,000 daily active users. Now fully released, this capability is expected to provide more than $5mm in annual expense benefit by summarizing medical Records related to WC and EB claims.
- Proved viability and established benefit estimates of our summarization engine quickly by prototyping and deployed non-integrated Test & Learn less than 8 weeks and full production pilot, including a rebuild upstream dependencies for summarization, in less than 12 weeks.
- Tightly Coordinated with more than a dozen Data Science, Technology, Strategy, and Claims teams to plan, validate, and execute production roll-out of GenAI work within the Claims space.
- Partner closely with centralized Data Science & AI Acceleration & Platform teams to prototype and identify MVP requirements for emergent AI solutions, including workflow and autonomous agentic solutions.
- Proposed and established the first fully-federated Line of Business GenAI team with The Hartford.
- Continue to participate in the creation of long term capability roadmaps for GenAI use-cases with Claims & Operations, identifying both opportunities for production work and an experimental/POC backlog.
- Participated in vendor engagements for POCs and demos in addition to coordinating training & enablement with external partners like AWS and Anthropic.

Dir. Data Science | WC & EB Claims — July '22 - Dec '23

- Built and maintained ML & AI models in a robust portfolio of solutions designed to triage, automate, or identify claims for specialist intervention (e.g., fraud, clinical, financial risk).
- Oversaw five production releases of model-driven solutions in both batch and real time delivery frameworks with my first year on the team.
- Matured monitoring, bias detection & mitigation, and other model lifecycle management practices across Claims Data Science.
- Took a leadership role in a complete overhaul of Data Science job families across the enterprise.

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.

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 impleme 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)   Morgantown, WV
SPECIALIST | COMMERCIAL ANALYTICS   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   California, PA
LECTURER | BUSINESS STATISTICS   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 BUDDY, HIG MATH & READING BUDDIES	2018-2019