

# Travis Browning

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## Summary

Skilled problem solver with 5 years of academic excellence in machine learning, linguistics, and NLP. Possessing a strong technical background including project management and system administration. Exemplary communication and task management skills.

## Education

OCT 2020 - NOV 2021

**University of Wolverhampton, Wolverhampton, United Kingdom** - *MA, Computational Linguistics, First-Class Honours (summa cum laude)*

- Computational modeling of natural language.
- Relevant coursework: machine translation; machine learning; Python; R; computer vision; corpus linguistics; computational research methods.
- Completed original research in dissertation. Explored domain specific image caption generation using an intersection of natural language processing and computer vision.

AUG 2011- MAY 2015

**State University of New York at Buffalo, Buffalo, New York** - *BA, Applied Linguistics, magna cum laude*

- Scientific study of language.
- Relevant coursework: syntax; semantics; phonology; sociolinguistics.

## Skills

- Python, R, Shell script, C++, SQL
- scikit-learn, TensorFlow, Keras, PyTorch, XGBoost
- numPy, sciPy, Pandas, Natural Language Toolkit, spaCy, Regular Expressions
- BeautifulSoup, Requests, Selenium
- OpenCV, scikit-image, pytesseract
- Matplotlib, Seaborn, Plotly
- Ubuntu, Red Hat, Windows, macOS, Android/iOs
- Git, AWS, Excel, Access, Word, Office 365
- Fluent communicator, adaptable constant learner, team player

## Experience

APR 2020 - JUL 2020

### **Amazon Web Services (AWS), Dublin, Ireland** - *Hardware Decommissioning Contractor*

- Four month temporary hardware decommissioning project completed through Adaptive HVM.
- Hardware and software maintenance of AWS remote computing assets.

APR 2019 - DEC 12/2019

### **M&T Bank, Buffalo, New York** - *Technical Support Analyst III*

- Oversaw operations of high volume 12+ member ServiceNow resolver group for company wide Windows 10 software and hardware migration.
- Used Python to produce daily queue reporting through Servicenow API. Wrote original topic modeling and summarization scripts to identify trending issues. Visualized data using Tableau through TabPy.
- Processed incident data to create business analytics to identify the impact of trending issues on service desk performance as per KPIs and project goals, and to tailor training materials to keep technicians up to date with relevant operations.
- Lead daily deployment staff meetings to identify approaching issues in order to complete project using 90% of allotted time.

DEC 2017 - MAR 2019

### **International Business Machines, Buffalo, New York** - *Enterprise Help Desk Analyst*

- First-line technical support desk for Anthem Inc., a leading American health insurance provider.
- Actively assisting in training and educating new team members and producing training materials.
- Conducting multiple internal quality assurance projects.

DEC 2017 - MAR 2019

### **Alternative Information Systems, Buffalo, New York** - *IT Support Technician*

- In-person hardware and software support for Buffalo Public Schools
- Managed a 10+ person successful reimaging project for 12k student devices from Windows 7 and 8 to Windows 10 through PXE booting.
- Actively assisting in training and educating new team members and producing training materials.