Travis Browning

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Summary

Experienced data professional with demonstrable skills in natural language processing, data science and data engineering. Possessing a strong technical background including project management and system administration. Exemplary communication and task management skills.

Skills

- Python, R, Shell script, C++, PROC SQL
- scikit-learn, TensorFlow, Keras, PyTorch, XGBoost, Hugging Face
- numPy, sciPy, Pandas, Natural Language Toolkit, spaCy, Regular Expressions, Gensim
- BeautifulSoup, Requests, Selenium
- OpenCV, scikit-image, pytesseract
- Matplotlib, Seaborn, Plotly
- Ubuntu, Red Hat, Windows, macOs, Android/iOs, Jupyter Notebooks
- Git, AWS, Office 365, Tableau, Google Docs, Google Sheets, SAS, Google Data Studio
- Fluent communicator, adaptable team player, constant learner

Experience

JUN 2022- Present

International Business Systems (IBM), Buffalo, New York - *Business Transformation Consultant (Data Scientist)*

- Consulting Data Scientist for IBM supporting various government and commercial clients.
- Providing neural and traditional topic modeling and text classification solutions to overhaul text based complaints handling for Fortune 500 client.
- Engineering original datasets for topic modeling and classification tasks.
- Developing original proof-of-concept of task automation solution for government client.

SEPT 2021

University of Wolverhampton, Wolverhampton, UK - *Computational Linguistic Researcher*

- Completed original capstone master's thesis project exploring the intersection between NLP and computer vision.
- Engineered dataset and machine learning pipeline to generate domain specific original image captions.
- Scraped, cleaned and evaluated original data.
- Evaluated original transformer based solutions compared to industry benchmarks.

APR 2019 - DEC 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

IBM, 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.
- Actively assisting in training and educating new team members and producing training materials.

MAY 2017 - DEC 2017

Alternative Information Systems (AIS), Buffalo, New York - *Field Support Technician*

- Diagnosing, reimaging, & troubleshooting customer hardware, software, & a/v incidents.
- Accurately logging activities in web based ticketing software.
- Responding to requests as needed in person, via phone, & email.

AUG 2015 - DEC 2016

Whole Foods Market, Austin, Texas - *Specialty Team Leader*

- Responsible for managing the inventory of specialty cheese, coffee, and fresh produce for the juice bar.
- Compiled shrinkage reports for management and ordered supplies.
- Led training for new and existing team members.
- Maintained and repaired all coffee and juice equipment when necessary.

Education

OCT 2020 - NOV 2021

University of Wolverhampton, Wolverhampton, United Kingdom - *MA, Computational Linguistics, with merit (summa cum laude)*

- Computational modeling of natural language.
- Relevant coursework: machine translation; machine learning; Python; R; computer vision; corpus linguistics; computational research methods.

AUG 2011- MAY 2015

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

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