# Travis Browning

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## Summary

Experienced solutions architect with over five years of demonstrable achievements in data analysis, language modeling, and artificial intelligence. Possessing a strong track record of designing and implementing comprehensive solutions to address client data needs. Exemplary communication and task management skills with proven success in leading technical teams.

## Skills

- Software Engineering, Natural Language Processing, Statistical Analysis, Data Engineering, (BI) Business Intelligence

- Machine Learning, Data Mining, Data Visualization, Predictive modeling

- Python, R, Unix script, SQL Server, C++
- Communication, Project Management, Critical Thinking, Storytelling, Business Acumen, Team Leadership

## Selected Experience

JUN 2022- Present

**International Business Machines (IBM), Buffalo, New York** - *Business Transformation Consultant*

- Consulting Data Scientist for IBM supporting various government and commercial clients. Selected projects include:
    - Designing original data architecture for machine learning pipelines.
    - Creating and evaluating an automated complaints handling system in Google Cloud Platform for a financial client, resulting in 20,000 labor minutes saved monthly, improving F1-score by 8%, and coherence score by 12% from baseline.
    - Research and development in insurance claims processing system overhaul.
    - Developing claims analysis BI dashboards and proofs of concept for task automation solutions in Azure environment, providing key insights for a government service migration containing 1.5 million enrollees.
    - Engineering original datasets for regression based topic modeling, sentiment analysis, and text classification tasks.

NOV 2021

**Research Group in Computational Linguistics, Wolverhampton, UK** - *Linguistics Researcher*

- Completed original capstone master's thesis project exploring the intersection between NLP and computer vision.
- Engineered and evaluated machine translation pipelines for tasks including speech to text and domain-specific image captioning.

APR 2019 - DEC 2019

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

- Temporary contact to oversee operations of a high-volume, 12+ member ServiceNow resolver group.

- Lead a company-wide Windows 10 software and hardware migration.
- Extracted, transformed, loaded, annotated, analyzed and visualized original project data.
- Managed training and educating new team members and produced training materials.

DEC 2017 - MAR 2019

**IBM, Buffalo, New York** - *Enterprise Technical Support Analyst*

- First-line technical support analyst for Anthem Inc., a leading managed care organization.
- Collected, annotated, analyzed and visualized data for quality assurance projects.
- Assisted in training and educating new team members and producing training materials.

## Education

SEP 2020 - NOV 2021

**University of Wolverhampton, Wolverhampton, UK** - *Master of Arts, 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** - *Bachelor of Arts, Applied Linguistics*

- Relevant coursework: syntax; semantics; phonology; sociolinguistics.