Travis Browning

Buffalo, NY 14222
(716) 489-5991
travisbrowningNLP@gmail.com

github.com/tsbrowning
linkedin.com/in/travis-browning

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.

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, Jupyter Notebooks
- Git, AWS, Office 365, Tableau, Google Docs, Google Sheets, SAS, Google Data Studio
- Fluent communicator, adaptable constant learner, team player

Experience

JUN 2022- JUN 2023

International Business Systems (IBM), Buffalo, New York - *Data Analyst*

- Completing year long graduate associate business transformation consultancy program.
- Providing data analysis consulting using Python and SAS for multiple state government contracts.
- Developing original proof of concept for text based applets using ibm-watson-studio.

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

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.

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.
- 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*

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