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Tyler Cross

Machine Learning Engineer

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Machine Learning Engineer with a unique background transitioning from direct patient care as an EMT to building end-to-end ML systems in healthcare. Passionate about leveraging predictive modeling, data systems, and machine learning to solve complex human-centered problems, combining technical expertise with deep understanding of end-user needs.

SKILLS

Tools & Languages	Python, TypeScript, SQL, React, Firebase, R, Git, dbt, Docker, Kubernetes, Spark
Platforms & Services	Google Cloud Platform (GCP), AWS, Azure, BigQuery, Looker, Snowflake, Databricks
Libraries & Frameworks	scikit-learn, XGBoost, PySpark, PyTorch, TensorFlow, pandas, NumPy, FastAPI, Node.js

EXPERIENCE

Data Analyst **May 2023 — Present**
Ophelia Health *Brooklyn, New York*

- Lead ML developer for clinician availability and capacity management. Designed prediction algorithms using XGBoost/scikit-learn to optimize provider availability across all appointment types. Engineered full-stack solution (BigQuery, dbt, TypeScript, Python) integrating with Acuity Scheduling API.
- Lead data engineer for asynchronous visit scheduling transition. Developed Python/dbt pipelines and collaborated on TypeScript backend services. Implemented intelligent capacity balancing system for 8,000+ patient routing.
- Architect of financial reporting and claims processing systems. Built comprehensive dbt/LookML infrastructure for financial reporting. Partnered with engineering to automate Candid Health claims submission.
- Lead developer for provider utilization analytics platform. Architected ETL pipeline combining Python, dbt, and LookML for real-time provider insights. Implemented complex SQL logic for patient attribution and visit metrics.

Care Coordinator **Nov 2021 — May 2023**
Ophelia Health *Brooklyn, New York*

- Lead pharmacy network optimization initiatives while serving in patient-facing role supporting clinicians in delivering comprehensive care. Leveraged SQL and Google Maps to plot all patients and pharmacies, creating a predictive model for pharmacy quality.
- Promoted to care team leadership position. Assisted director with executing 30% reduction in force. Built capacity planning model under COO to predict patient growth and headcount needs. Worked cross-functionally with clinical and operations teams to establish company's first structured discharge and referrals process.

Emergency Medical Technician **Feb 2017 — Aug 2022**
GEM Ambulance & MSHVFAS *Totowa & Millburn, New Jersey*

- 911 EMT responsible for both emergent and non-emergent calls within New Jersey, Pennsylvania, and New York. Managed hundreds of COVID-19 positive patients, averaging 3-5 per day, during the height of the pandemic.
- Worked intimately with fire, police, paramedic, and emergency room services to deliver patient care.

Consultant **Jun 2019 — Dec 2019**
LifeSciences Consultants *Milan, Italy*

- Quantitative analyst of insurance claims data, epidemiology, and prescribing patterns. Facilitated go-to-market strategies for rare disease treatments utilizing cell and gene therapy.
- Led market adoption planning across U.S., Canada, U.K., and European markets for clients including Celgene, Roche, Takeda, and bluebird bio. Reported directly to global managing partner and European office principal.

EDUCATION

MS, Data Science, *University of California, Berkeley*, GPA: 3.94 **Aug 2023 — Present**

- Relevant coursework: Machine Learning at Scale, Machine Learning Systems Engineering, Applied Machine Learning, Statistics for Data Science, Natural Language Processing with Deep Learning

BA, Philosophy, *Cornell University*, GPA: 3.95 **Jan 2020 — May 2023**

- Selected coursework: Decision Theory, Epistemology, Philosophy of Language, Modern Philosophy, Hellenistic Philosophy, Big Data on the Social World

ACTIVITIES

Treasurer of [Watermargin Cooperative](#) **Sep 2021 — May 2023**

Treasurer of [Fanclub Collective](#) **Sep 2020 — May 2022**

Other interests: Aquariums / Terrariums, Music Production, Volleyball, Interior Design