Tyler Cross

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Machine Learning Engineer

Former EMT, currently building end-to-end data systems in healthcare. Passionate about leveraging machine learning to solve complex, human-centered problems. Proven track record of driving outcomes, including an AI-driven scheduling system that increased patient-facing availability by 15% in three months at Ophelia Health.

WORK EXPERIENCE

Ophelia Health
Brooklyn, New York • Nov 2021 - Present
Data Analyst

- Decreased manual calendar management by 80% in three months as solo developer of production ML model and API for calendar optimization and clinician availability.
- Reduced first-visit slot waste by 40% as primary analytics engineer for 8,000+ patient asynchronous visit scheduling transition.
- Designed reporting infrastructure as data team lead, facilitating scale-up of claims submission automation from 0% to 95%, driving 2X revenue in a single year.
- Engineered cloud-native data pipelines and dbt models in BigQuery to power real-time provider utilization analytics, driving 20% increase in clinician utilization.
- Advanced to leadership role, partnered with COO to optimize workforce planning through growth forecasting, standardized discharge processes amid 30% staff reduction.
- Developed interactive pharmacy tracking tool, reducing patient prescription issues by 10% within three months and enabling successful company expansion to FL, TX, and CA.

GEM Ambulance
Totowa, New Jersey • Feb 2017 - Aug 2022
Emergency Medical Technician

- Treated hundreds of COVID-19 positive patients, averaging 3-5 per day, during the height of the pandemic.

LifeSciences Consultants
Milan, Italy • Jun 2019 - Dec 2019
Quantitative Consultant

- Quantitative analyst of insurance claims data and clinician prescribing patterns, reported directly to global managing partner.

PROJECTS

PushToProd.ai
Dec 2024 - Apr 2025

Co-developed **PushToProd.ai**, a full-stack app to manage Jira tickets and automate documentation.

EDUCATION

University of California, Berkeley
MS in Data Science
Berkeley, California
GPA: 3.94

Cornell University
BA in Philosophy
Ithaca, New York
GPA: 3.95

SKILLS

Languages: Python, TypeScript, SQL, R, Javascript, HTML/CSS

Tools: Docker, Kubernetes, Git, AWS, Azure, GCP, BigQuery, Snowflake, Databricks, data build tool (dbt), Firebase, Firestore, Looker, Node.js, JupyterLab

Libraries: scikit-learn, PyTorch, TensorFlow, React, Spark/PySpark, XGBoost, FastAPI, NumPy, pandas, Matplotlib

Expertise: Agile, Scrum, A/B Testing, Experiment Design, Patient Care, Healthcare, Financial Analytics, Revenue Cycle Management, Workforce Utilization

VOLUNTEERING & LEADERSHIP

Watermargin Cooperative
Sep 2021 - May 2023
Treasurer

Fanclub Collective
Sep 2020 - May 2022
Treasurer