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, enabling 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.

Care Coordinator

- 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

- 911 EMT responsible for both emergent and non-emergent calls within NJ, PA, and NY.
- 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
Consultant

- Quantitative analyst of insurance claims data and clinician prescribing patterns, reported directly to global managing partner and European office principal.
- Led market adoption planning across U.S., Canada, U.K., and European markets for clients including Celgene, Roche, Takeda, and bluebird bio.

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, Graphana, JupyterLab

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

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

VOLUNTEERING & LEADERSHIP

Watermargin Cooperative
Sep 2021 - May 2023
Treasurer

Fanclub Collective
Sep 2020 - May 2022
Treasurer