

# Tyler Cross

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## Machine Learning Engineer

Former EMT transitioning from patient care to building end-to-end data systems in healthcare. Passionate about leveraging ML to solve human-centered problems. Proven track record of driving outcomes, including an AI scheduling system that increased patient-facing availability by 15% in six months at Ophelia Health.

### WORK EXPERIENCE

#### Ophelia Health Data Analyst

Brooklyn, New York • Nov 2021 – Present

- Decreased manual calendar management by 80% in six 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 engineering's scale-up of claims submission automation from 0% to 95%, driving 2X revenue in one 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, partnering 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, enabled 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 Consultant

Milan, Italy • Jun 2019 – Dec 2019

- Quantitative analyst of insurance claims data, population epidemiology, and 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, LookML

**Tools / Platforms:** React, Node.js, scikit-learn, data build tool (dbt), BigQuery, Looker, Databricks, Firebase, Docker, Kubernetes, Git, PyTorch, Spark, FastAPI, Graphana, TensorFlow, XGBoost, JupyterLab, Amazon Web Services (AWS), Snowflake, Microsoft Azure, Google Cloud Platform (GCP)

### VOLUNTEERING & LEADERSHIP

#### Watermargin Cooperative

Sep 2021 – May 2023  
Treasurer

#### Fanclub Collective

Sep 2020 – May 2022  
Treasurer