

# Tyler Cross

New York, New York • [tylermarcuscross.github.io/website/](https://tylermarcuscross.github.io/website/) • [linkedin.com/in/tyler-cross192](https://linkedin.com/in/tyler-cross192)  
tyler.cross@me.com • (862) 485-2255

## Machine Learning Engineer

Former EMT, currently building end-to-end data systems in healthcare. Passionate about leveraging machine learning to solve 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 Data Analyst

Brooklyn, New York • Nov 2021 – Present

- 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 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, 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 Consultant

Milan, Italy • Jun 2019 – Dec 2019

- 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, Looker, Grafana, 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