

Maria Garcia

maria.garcia@proton.me

Professional Summary

Natural Language Processing Engineer with a focus on multilingual models, text classification, and generative AI applications. Experienced in deploying production-grade NLP pipelines on cloud environments.

Experience

NLP Engineer, DialogWorks (Toronto, ON) (2021–Present)

- Developed multilingual intent classification models using TensorFlow and Hugging Face Transformers.
- Deployed Kubernetes microservices on Google Cloud for chatbot inference and user analytics.
- Led fine-tuning of domain-specific LLMs using LangChain and vector stores for RAG systems.
- Integrated text summarization and keyword extraction tools for customer service transcripts.

Data Analyst, RetailCorp (Mexico City, MX) (2018–2021)

- Built sentiment analysis dashboards tracking 50k+ customer reviews using Python and Tableau.
- Improved Net Promoter Score (NPS) by 5% via actionable text analytics insights.

Education

M.S. in Computer Science, University of Pennsylvania (2018) B.S. in Information Systems, UNAM (2016)

Skills

NLP, TensorFlow, LLM, Kubernetes, GCP, Flask, LangChain, Prompt Engineering, BERT, Data Preprocessing