Maria Garcia

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# 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