Dylan Alexander

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LinkedIn   —   GitHub

PROFILE

Senior Machine Learning Engineer specializing in productizing researcher prototypes into scalable, GPU-accelerated microservices. Recognized for delivering business-aligned AI solutions by uniting researchers with product management.

PROFESSIONAL EXPERIENCE

NiCE (NASDAQ: NICE)   *Atlanta, GA*
Senior R&D Software Engineer   Apr 2022 – Present
Technologies: Python, gRPC, Docker, SentenceTransformers, FAISS, AWS Bedrock, AWS ECS, S3

- Lead development of "Topic Detection" API, a Python microservice embedded across the CXOne Platform, serving analytics to 1000+ enterprise clients and processing millions of conversations daily.

- Productized NLP researcher POCs into containerized, GPU-optimized applications that scaled into production-ready services, improving throughput by orders of magnitude.

- Architected ML workflows bridging product and research teams, improving topic detection accuracy and driving adoption of advanced API features.

- Standardized research-to-production pipelines via a gRPC Python template repo, reducing prototype-to-deployment from months to weeks.

- Benchmarked performance at production scale with sandbox pipelines monitoring latency, throughput, and GPU/CPU utilization.

Carter + Clark   *Duluth, GA*
R&D Software Engineer   Mar 2021 – Apr 2022
Technologies: C#, .NET Framework, AutoCAD .NET API, Jenkins

- Engineered **DynamiCAD**, an in-house permit drawing automation tool adopted company-wide.

- Reduced manual drafting time by **78%** by automating geometric computation algorithms for house plan generation.

- Designed advanced spatial algorithms for rotation, scaling, and centering across variable lot orientations.

- Drove iterative development cycles, implemented CI/CD pipelines, and collaborated with drafting teams for refinement.

ManDeo Consultancy   *Atlanta, GA*
Full Stack Developer   Jun 2020 – Mar 2021
Technologies: LAMP Stack, JavaScript, PHP, MySQL, Square API

- Designed and launched 10+ client-facing web apps including Scofflaw Brewing's e-commerce site with Square API integration.

173rd Airborne Brigade, U.S. Army   *Vicenza, Italy*
Geospatial Engineer   Jun 2018 – Jun 2020
Technologies: Python, GeoPandas, ArcGIS, Satellite Imagery

- Developed data pipelines for cleaning and analyzing geospatial datasets to detect terrain and troop movement.

- Produced mission-critical cartographic products supporting NATO/EUCOM operational planning.

EDUCATION & CERTIFICATIONS

University of Georgia   *Athens, GA*
Professional MBA, Leadership
Kennesaw State University   *Kennesaw, GA*
Bachelor of Science, Computer Science (AI & ML)

AWS Cloud Practitioner (Mar 2021)   —   GEOINT Professional (Nov 2020)   —   Security Clearance: TS/SCI (Jan 2019)