

# William R. Howard Matchen

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## Education

- Carnegie Mellon University Class of 2017
  - Bachelor of Science in Physics - Computational Track
  - Minor in Computer Science

## Coursework

- Carnegie Mellon University
  - *Natural Language Processing*
  - *Probability Theory and Random Processes*
  - *Parallel and Sequential Data Structures and Algorithms*
  - *Numerical Methods*
  - *Matrices and Linear Transformations*
  - *Graph Theory*
- Coursera
  - *Machine Learning by Andrew Ng* - Implemented Neural Networks, SVM's, PCA, Anomaly Detection and Recommender Systems. **Summer 2015**  
Gained knowledge of Octave/MATLAB languages.

## Skills

- Programming Languages: Proficient in Python; Some experience in C/Javascript/HTML/CSS
- Familiar with Git, Unix environment
- Conversational in Spanish

## Work Experience

- Core Speech Support Engineer at M\*Modal **Sept. 2017 - Present**
  - Triage customer issues in support of multiple applications
  - Develop, maintain, and run scripts for proactive and diagnostic analyses
  - Document and communicate settings changes; quantify usability improvements
  - Preserve confidentiality of medical data
  - Employ regular expressions and Unix commands to generate statistics on dictation data
- Software Engineering Intern at CMU Institute for Software Research **Summer 2016**
  - Worked on Usable Privacy Policy Project
  - Built regular expressions in Python to segment policy texts for annotation
  - Maintained corpus of thousands of policy files
- Software Consultant for Disney Research **Summer 2015**
  - Developed Python scripts to parse email databases for emoticon usage.
  - Analyzed social interactions in corporate hierarchy. Work was mostly self-taught.
  - Learned to work with large datasets and multiple software libraries.

## Honors

- Chabad Lamplighter Award for Dedication to Community Service **June 2017**
- Thomas J. Watson Memorial Scholarship for achievement in math and science **2013 - 2017**