Twila Goldston

NLP Engineer

As an experienced Natural Language Processing (NLP) Engineer with over 3 years of hands-on experience, I have developed strong expertise in the development and deployment of NLP solutions for a variety of industries. My key skills include designing, developing, and deploying NLP models and pipelines, as well as automating complex NLP tasks.

I have successfully developed and implemented NLP solutions for a variety of tasks such as entity recognition and extraction, sentiment analysis, information retrieval, text summarization, and machine translation. I have also worked on developing custom NLP pipelines, utilizing deep learning models such as LSTM, Transformer, and BERT. Additionally, I have strong knowledge of various NLP libraries such as Spacy, NLTK, Gensim, and Scikit-learn, as well as programming languages such as Python and Java.

Throughout my career, I have been involved in a number of successful projects, such as developing a text summarization system for a news media company, an entity extraction system for a legal services company, and a sentiment analysis system for a customer service provider. I have also collaborated with data scientists, engineers, and product managers to ensure successful project execution.

I am confident that my experience and skills will be an asset to any organization.

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(333) 966-5934 📞

Boulder, CO 📍

Education

Master of Science in Natural Language Processing at University of Colorado Boulder

Aug 2016 - May 2020

Relevant Coursework: Algorithms for Natural Language Processing, Machine Learning for Natural Language Processing, Deep Learning for Natural Language Processing, Computational Semantics, Natural Language Understanding, and Natural Language Generation.

Links

linkedin.com/in/twilagoldston

Skills

Machine Learning

Natural Language Processing (NLP)

Data Analysis & Visualization

Employment History

Lead NLP Engineer at IBM, CO

Jan 2023 - Present

- Developed an automated Natural Language Processing (NLP) system for IBM CO, resulting in a 60% reduction in processing time for customer service requests.
- Led a team of 5 engineers to create a machine learning model for sentiment analysis, achieving an accuracy of 85%.
- Developed a new NLP-based chatbot that increased customer satisfaction by 15%, resulting in a 20% increase in sales.

Senior NLP Engineer at Google, CO

Aug 2020 - Nov 2022

- Developed a neural network-based natural language processing (NLP) system for Google Search that improved user experience by 20%, resulting in a 10% increase in traffic to the site.
- Spearheaded the development of a conversational AI-based chatbot for Google Home that decreased customer service inquiries by 25%.
- Implemented an end-to-end NLP pipeline for Google Ads that increased its accuracy by 30%, resulting in 5% increase in ad revenue.

Certificates

Natural Language Processing Professional Certificate

Apr 2021

IBM Watson Natural Language Understanding Certification

Jun 2019

Memberships

Association for Computational Linguistics (ACL)

Natural Language Processing Special Interest Group (NLP-SIG)