

Kirsty Zasa

Voice and Speech Engineer

Profile

As a Voice and Speech Engineer with over 2 years of experience, I have developed a strong set of skills that have allowed me to deliver successful results in audio and speech technology. My technical expertise includes VoIP systems, speech analytics, and audio processing. I have a strong background in developing and deploying audio and speech applications, as well as troubleshooting and resolving voice and speech issues. Additionally, I am skilled at testing and deploying voice applications, as well as designing and implementing speech recognition systems. My excellent communication and organizational skills, combined with my strong technical background, have enabled me to deliver successful results.

Employment History

Lead Voice and Speech Engineer at Nuance Communications, MA

Dec 2022 - Present

- Developed and implemented a speech recognition system that improved accuracy by 20% for Nuance Communications' flagship product. This was accomplished by conducting extensive research on the latest voice recognition technologies, optimizing algorithms, and training the system on over 10,000 voice recordings.
- Worked with a team of software engineers and linguists to develop natural language processing (NLP) systems that increased user engagement by 15%. This was achieved by creating new algorithms and leveraging existing technologies to enable the system to more accurately interpret user input.
- Created a suite of tools that automated the process of testing and debugging speech recognition systems. This enabled the team to reduce the time spent on testing and debugging by 40%, resulting in faster product releases and improved customer satisfaction.

Senior Voice and Speech Engineer at Amazon Web Services, MA

Aug 2021 - Oct 2022

- Developed and implemented a speech-to-text algorithm that increased accuracy from 65% to 91%, resulting in a more efficient customer service platform for Amazon Web Services (AWS).
- Designed and implemented a voice recognition system that reduced customer wait times from 5 minutes to 30 seconds, resulting in an improvement of customer satisfaction ratings by 30%.
- Created a cost-effective speech analytics system that enabled AWS to identify customer needs and preferences in real-time, leading to an increase in customer retention by 20%.

Certificates

Certified Speech and Language Processing Professional (CSLPP)

Nov 2021

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☎ (231) 830-7196

📍 Boston, MA

Education

Bachelor of Science in Voice and Speech Engineering at Northeastern University, Boston, MA

Sep 2017 - May 2021

Relevant Coursework: Signals and Systems, Digital Signal Processing, Acoustics, Vocal Anatomy and Physiology, Speech and Language Processing, Audio and Video Production.

Links

[linkedin.com/in/kirstyzasa](https://www.linkedin.com/in/kirstyzasa)

Skills

Voice Recognition

Audio Engineering

Speech Synthesis

Acoustic Analysis

Voice Quality Enhancement

Dialect Coaching

Sound Design

Languages

English

German