



# Brianna Kramer

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## SUMMARY

Dedicated AI NLP Engineer with over four years of experience enhancing AI model capabilities and optimizing customer service automation solutions. Proven expertise exists in collaborating with cross-functional teams to design, implement, and refine AI-driven processes. Adept at generating insightful training prompts and evaluating AI model responses to ensure high-quality outcomes. Passionate about leveraging AI technologies to solve complex challenges across diverse domains, particularly in legal applications. Eager to contribute skills toward crafting innovative solutions that not only meet but exceed client expectations.

## EXPERIENCE

**AI NLP Engineer** January 2023 - Present  
Bright Future Technologies *Austin, TX*

Collaborate on enhancing generative AI models for legal applications, focusing on complex reasoning and specialized queries.

- Design training prompts and evaluation criteria to improve model accuracy and response quality.
- Work with clients to integrate AI systems tailored to specific needs, ensuring optimal performance and user satisfaction.
- Conduct regular testing and troubleshooting of AI systems to identify and resolve prompt-related issues.
- Build custom workflow configurations using AI prompting and internal tools.

**AI Engineer** June 2021 - December 2022  
NextGen Solutions *Boston, MA*

Develop and optimize conversational flows for AI-driven customer service applications, integrating advanced language models.

- Collaborated with product managers and developers to deliver high-quality user experiences in AI systems.
- Analyzed system performance and iterated on AI solutions to enhance functionality and efficiency.
- Supported training materials development for internal teams.
- Engaged both clients and colleagues to refine clarity in AI models.

**Junior AI Developer** July 2019 - May 2021  
Smart Tech Innovations *Seattle, WA*

Assisted in developing AI training materials and documentation for internal teams.

- Supported the optimization of AI models by refining prompts and evaluating outputs.
- Participated in brainstorming sessions for enhancing AI system capabilities.
- Worked closely with engineers to gather project requirements and client feedback.
- Contributed to iterative review processes for model improvement.

## LEADERSHIP & AWARDS

- Awarded Employee of the Quarter for outstanding contributions to AI project implementations.
- Recognized by peers for exceptional collaboration ability during cross-functional team projects.

## EDUCATION

**Bachelor's Degree in Computer Science** 2019  
University of Colorado Boulder GPA: 3.8 *Boulder, CO*  
*Coursework: AI Algorithms, Data Structures, Machine Learning, Neural Networks*

## CERTIFICATIONS

- Certified AI Engineer 2020
- Machine Learning Professional 2021

## TECHNICAL SKILLS

- **Programming Languages:** Python, Java, C++
- **Development Tools:** Git, JIRA, Visual Studio

- **NLP Frameworks:** spaCy, NLTK, TensorFlow
- **AI Model Types:** Generative, Conversational, Contextual
- **Data Processing:** Pandas, NumPy, SQL
- **Cloud Platforms:** AWS, Azure, Google Cloud
- **Version Control:** Git, SVN, Mercurial
- **Containerization:** Docker, Kubernetes, OpenShift
- **Agile Methodologies:** Scrum, Kanban, Lean
- **Testing Tools:** Selenium, Postman, TestNG

**SKILLS**

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- AI and NLP technologies
- LLM development
- Python
- Java
- Project management
- Training prompts
- Prompt optimization
- Customer service automation
- Legal query handling
- Cross-functional collaboration
- Evaluation criteria design
- Model integration
- Testing and debugging
- Conversational AI flows
- Workflow configuration
- Machine learning frameworks

**PROFESSIONAL AFFILIATIONS**

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- Member, Association for Computing Machinery (ACM).
- Volunteer, Local STEM Educational Program.

**LANGUAGES**

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- English (Native)
- Spanish (Intermediate)

**ADDITIONAL INFORMATION**

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**Work Status** : Authorized to work in United States. No sponsorship required.

**REFERENCES**

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AVAILABLE ON REQUEST