

# Brianna Kramer

## AI NLP Engineer

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### STRENGTHS

- 🧠 **Critical Thinking**  
Proven track record of solving complex AI problems through innovative strategies. If something seems off, it's investigated thoroughly.
- 🗣️ **Communication**  
Regularly engage stakeholders to discuss project updates and address concerns creatively. Clarity is key to successful collaboration.
- 🔄 **Adaptability**  
Quickly adjust methods based on evolving tech trends. Ability to pivot teaches resilience in dynamic environments.
- 👥 **Teamwork**  
Actively contribute idea generation in brainstorming sessions while welcoming feedback—team input shapes better outcomes.
- 🔧 **Problem-solving**  
Adept at diagnosing intricate AI challenges and prioritizing resolution actions efficiently. Results matter significantly here.

### SKILLS

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

### 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

Bright Future Technologies 📅 January 2023 - Present 📍 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

NextGen Solutions 📅 June 2021 - December 2022 📍 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

Smart Tech Innovations 📅 July 2019 - May 2021 📍 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

University of Colorado Boulder 🎓 GPA: 3.8 📅 2019 📍 Boulder, CO

**Coursework:** AI Algorithms, Data Structures, Machine Learning, Neural Networks

Testing and debugging

Conversational AI flows

Workflow configuration

Machine learning frameworks

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● AI NLP Engineer at Bright Future Technologies (3.4 Years)

● AI Engineer at NextGen Solutions (1.5 Years)

● Junior AI Developer at Smart Tech Innovations (1.8 Years)

## 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

## PROFESSIONAL AFFILIATIONS

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

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST