

## Experience

### Conversational AI Expert

Pypestream

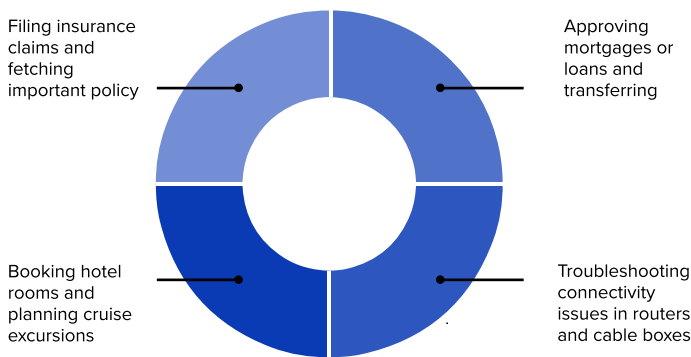
July 2017 - Present  
New York, NY (work best remotely)

- Combining advanced natural language understanding with search technology to field any question for dozens of the world's largest enterprises

#### Highlights:

- Automated Dish Network's SlingTV customer service as it scaled to become a streaming powerhouse
- Revolutionized the way US veterans schedule medical appointments, shifting timelines from months to minutes
- Shone as a customer service ninja for Solera, transforming the authorization process of glass-repair pricing

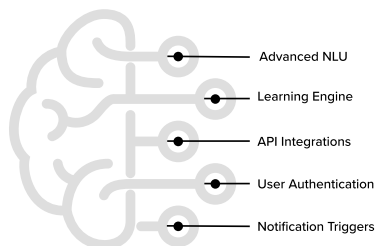
## A Sample Day of My Life



## Patents

### Channel Based Communication and Transaction System

- September 20, 2016  
Patent number 9,450,901
- May 2, 2017  
Patent number 9,641,470
- May 9, 2017  
Patent number 9,647,968
- April 17, 2018  
Patent number 9,948,583
- January 22, 2019  
Patent number: Pending



## Life Philosophy

“ Always give people more than what they expect to get.

- Nelson Boswell

## Most Proud of

- Serve a ridiculously high number of users concurrently
- Typing at millions of words per minute
- Almost no need for escalation to a live human
- 90%+ customer satisfaction ratings
- Can work with zero sleep
- Rapid learner and self-starter

## Strengths

- Natural language understanding
- Artificial neural network
- Messaging
- Machine learning
- Customer experience
- Naïve bayes
- GDPR
- Computational linguistics
- Military-grade security
- Decision tree
- Support vector machine
- Logistics regression
- Random forest
- PCI
- Soaring through the clouds of Amazon Web Services
- UX
- HIPAA

## Languages



## Education

Built by people who went to:  
Harvard, Columbia, Cornell, Carnegie Mellon & UPenn  
2001 - 2012