

## ANDRES VERA – Data Scientist | AI Engineer | RPA

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### SUMMARY

Data Scientist with 4+ years of experience designing, developing, and deploying machine learning and RPA solutions to drive business outcomes and improve productivity. Proven ability to translate complex business problems into data-driven strategies. Seeking a challenging role to leverage skills in a data-driven organization and solve critical business challenges.

### EDUCATION

- MSc. Data Science | Universidad Adolfo Ibáñez (2020 – 2022)
- Bachelor of Business Administration | Universidad del Pacífico (2011 – 2014)

### TECHNICAL SKILLS

- **AI / NLP Systems:** LLMs, Transformers (BERT, RoBERTa), Retrieval-Augmented Generation (RAG), spaCy, Named Entity Recognition (NER), LangChain, Agentic Workflows, Prompt Engineering
- **LLM Engineering:** Prompt Engineering, Few-shot prompting, Prompt chaining, Context optimization, Structured outputs, LLM evaluation
- **Machine Learning & Modeling:** Scikit-learn, PyTorch, XGBoost, Supervised & Unsupervised Learning, Feature Engineering, Model Evaluation
- **Programming & Data:** Python, SQL, Pandas, NumPy, Regex, Xlwings, Webscraping
- **MLOps & Data Pipelines:** MLflow, Airflow, CI/CD, Git (Azure DevOps)
- **Cloud & Deployment:** Docker, AWS, GCP, API deployment
- **Analytics & Automation:** Power BI, Power Automate

### PROFESSIONAL EXPERIENCE

#### METLIFE | Senior Transformation Data Analyst *Jul 2023 – Feb 2026*

- Led cross-functional data science and RPA projects, designing automation solutions that streamlined service workflows and reduced manual processing overhead across core operations.
- Designed and deployed a hybrid PII detection engine (rule-based + NLP) across diverse regulatory environments (Malaysia, Chile, Colombia, Uruguay, Brazil). Achieved >80% accuracy for critical PII categories, drastically reducing manual compliance validation.
- Designed and deployed Python-based autonomous agent workflows for LATAM operations, orchestrating multi-step tasks that cut development time by 50% and improved process scalability
- Collaborated with engineering, legal, and business stakeholders, translating analytical findings into actionable operational and compliance improvements.

## **Kaufmann | Key Accounts Lead and Data Scientist** *Oct 2017 – May 2023*

- Boosted billing productivity from 44% to 49% by deploying machine learning models and statistical analysis to optimize customer and sales data pipelines.
- Engineered web scraping pipelines and semantic search algorithms to track competitor pricing in real-time, enabling dynamic commercial strategy adjustments.
- Implemented RFM segmentation and supervised churn prediction models, enhancing retention campaign effectiveness and customer lifecycle management.
- Translated complex analytical findings into executive-level insights, influencing strategic pricing and sales decisions.

## **ECR Group | Commercial Operations Manager** *Mar 2015 – Jul 2017*

- Led operational optimization initiatives, redesigning workflows using data analysis and process improvement methodologies, reducing validation time by 40%.
- Implemented compliance monitoring dashboards and KPI tracking systems, contributing to a 25% reduction in labor-related fines.
- Directed cross-functional collaboration between engineering, legal, and business teams, translating operational data into actionable process improvements.

## **Banco Corpbanca | Customer Service Coordinator** *Mar 2011 – Feb 2015*

- Managed and developed a team of 120 customer service executives, driving performance through KPI monitoring and process optimization, increasing Private Banking satisfaction to 86%.
- Analyzed service performance metrics and root causes of customer complaints, implementing corrective strategies that reduced complaint rates by 24%.

## **LANGUAGES**

- Spanish: Native
- English: Professional Working Proficiency (C1 target / IELTS in progress)
- German: Basic Working Knowledge (A2 – Actively studying for B1)