

Sarah Kate Schuhler

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EXPERIENCE

Principal AI Engineer, formerly Data Scientist, AVP - Fifth Third Bank

June 2023 - PRESENT, Remote

Developing advanced AI and ML models, leveraging state-of-the-art large language models (LLMs) and explainable AI techniques for personalized consumer solutions.

- Prototype and develop multimodal AI systems for internal use-cases and customer-facing conversations. These agents utilize voice AI tools and are powered by LLM techniques such as RAG and careful prompt engineering.
- Perform ML model development and evaluation using Python packages such as scikit-learn, TensorFlow, and PyTorch.
- Drive innovation as an inventor on 13 AI-focused patents, pioneering ML and NLP methodologies that enhance content generation and evaluation frameworks.
- Ensemble k-means and affinity propagation clustering methodologies in Python to optimize the selection of training phrases for a transformer-powered customer-facing chatbot, decreasing the chatbot's error rate by 58%
- Tune classification thresholds to attain a successful classification rate of 94% for a chatbot that receives millions of messages annually
- Manage and mentor a junior data scientist, focusing on developing core data science competencies and fostering independent project management skills.

PROJECTS

Master's Practicum - GoDaddy Inc.

Served as Technical Lead for an 8-month project focused on building predictive models to identify key indicators of customer success, driving data-driven strategies for GoDaddy.

- Developed an interpretable binary logistic regression model using web and account activity data to determine the key performance indicators (KPIs) of customer success.
- Applied advanced feature engineering techniques to enhance model interpretability, ensuring accountability and transparency in predicting customer behavior.
- Designed and deployed a Tableau dashboard that visualized KPIs, fueling actionable recommendations for GoDaddy's product and marketing teams.

EDUCATION

M.S. in Analytics

May 2023 - Institute for Advanced Analytics, NC State University, Raleigh NC

B.S. in Statistics & Analytics, B.A. in Political Science, Minor in Data Science

May 2022 - University of North Carolina at Chapel Hill, Chapel Hill NC