

CAROLINA RIOS

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PROFESSIONAL EXPERIENCE

WEALTHTENDER – Austin, TX Jan 2026 – Apr 2026

Data Scientist (MS Capstone Project)

- **NLP Pipeline Development:** Built scalable pipelines transforming 4.5K+ unstructured reviews into quantitative features using transformer embeddings, topic modeling, and sentiment extraction, presenting findings to non-technical stakeholders through structured visualizations.

BANCO DAVIVIENDA – Bogota, Colombia Sep 2019 – Sep 2024

Senior Data Scientist, Customer Analytics May 2024 – Sep 2024

- **Predictive Modeling:** Drove a 10% increase in aggregate savings balances across 10M+ clients by developing and deploying Python-based predictive models, translating outputs into automated targeting lists for business leaders.
- **Churn Prediction:** Reduced enterprise payroll client churn by 8% by training a gradient boosting model on large-scale behavioral data to flag disengagement risk and surface actionable retention strategies.

Mid-level Data Scientist, Customer Analytics Nov 2022 – May 2024

- **Customer Satisfaction Modeling:** Raised Net Promoter Score to 80% (+10%) by identifying dissatisfaction drivers through predictive modeling and presenting structured recommendations to the CX leadership team.
- **Scalable Feature Engineering:** Reduced model development time by 75% by designing a centralized Feature Store with curated, reusable ML features built with scikit-learn and PySpark pipelines.

Mid-level Data Scientist, Transactional Analytics Jan 2022 – Nov 2022

- **ML Ranking System:** Doubled digital adoption among 300K+ customers by developing a machine learning engine ranking engagement actions by predicted behavioral response probabilities using Spark and Python.
- **Data Quality Improvement:** Improved enterprise digital activity measurement accuracy by 20% by redesigning the usage index using transaction-level behavioral data across large-scale distributed datasets.

Data Scientist, Transactional Analytics Oct 2020 – Jan 2022

- **Standardization:** Gained enterprise-wide adoption of standardized digital customer index across 10M customers / 2 business units / ~200 users by gathering needs from & socializing index with business unit leader stakeholders.
- **Sales Enablement:** Drove digital adoption among 30,000+ customers by delivering data-driven prospect lists that enabled targeted marketing strategies.

Junior Data Scientist, Transactional Analytics Sep 2019 – Oct 2020

- **Data Analytics:** Delivered actionable insights to analytics and marketing teams by processing data from 15M+ customers and building interactive dashboards in Google Data Studio and Power BI.

DATA ANALYTICS PROJECTS

RAG Test Maker Chatbot

Built a retrieval-augmented generation system generating grounded responses from document collections using vector embeddings, Chroma DB, cross-encoder reranking, and GPT-4o-mini. Deployed as a live web app via Docker and Render.

Connect4 Deep Learning Agent

Built CNN and Transformer models trained on 400K+ board states via Monte Carlo Tree Search self-play. Containerized training and inference with Docker and deployed on AWS for scalable experimentation.

TECHNICAL SKILLS

Programming & Infrastructure: Python (pandas, scikit-learn, XGBoost, PyTorch, TensorFlow), SQL, R, Docker, AWS

AI & Machine Learning: LLMs, RAG, NLP, Deep Learning, Transformer Models, Generative AI, Supervised & Unsupervised Learning, Feature Engineering

Data Platforms & Visualization: BigQuery, Snowflake, Cloudera, Looker Studio, Power BI

EDUCATION

The University of Texas at Austin — Master of Science in Business Analytics

Expected May 2026

Pontificia Universidad Javeriana — B.S. Economics

2019