RODRIGO LOUSADA

Data Specialist & Consulting Lead

⚲ Lisbon, Portugal   @ rodrigo.m.lousada@gmail.com   ☎ +351 911 184 298   ⌗ rodrigolousada   in rodrigolousada

SUMMARY

- Data Specialist with 3+ years experience working in Data Science, Data Analytics, and Data Engineering projects.
- Consulting Lead with 1+ year experience leading the voicebot Agile delivery for one of the largest banks in Portugal, while also contributing to pre-sale efforts.

EXPERIENCE

Consulting Lead | Data Specialist | Chat/Voicebot Developer
IBM

📅 Apr 2020 – Present   ⚲ Lisbon, Portugal (Hybrid)

- Contributed to 9+ NPS scores by building complete chatbot solutions that go from ideation with the client, to performance monitoring and pain point remediation.
- Doubled FTE savings to the call center of a major Portuguese bank, which receives over 50k calls per month, by leading the project with a data-driven approach.
- Reduced 70% of team's workload, by building a data pipeline for weekly updates of the chat/voicebot projects. The pipeline is used for validating functional data, updating clients and internal BDs, and generating multiple reports.
- Built a Personal Finance Manager chatbot to explore a bank's customer data, with multiple data processing and Machine Learning algorithms to improve customer satisfaction and financial literacy.
- Developed and pitched more than 8 chat/voicebot demos and PoCs exploring different features and use cases for potential clients, educating them on how this technology could revolutionize their business.
- Worked closely with developers of "IBM Services for AI Processing" (SaaS for Automation projects) on more than 10 new features and improvements in their product, designing them based on client requirements in topics such as reducing voicebot response time, assuring data source fidelity, enriching source data collection, and designing new interaction features.
- Lead and mentor a team of 4-6 developers.

Thesis Researcher | Data Scientist
IT - Instituto de Telecomunicações | Prof. Rui Neves

📅 Sep 2018 – Nov 2020   ⚲ Lisbon, Portugal (Remote)

- Achieved over 48% accuracy by developing a Mixture of Experts composed of Random Forests to recommend when to buy, sell or hold options of the SPY index.
- Achieved over 100% ROR and 1.90 Sharpe Ratio, developing a trading simulator that used the aforementioned ML algorithm with different trading strategies to trade SPY options.
- Full thesis on IST Website.

Project Manager | Event Coordinator
SINFO

📅 Apr 2016 – Mar 2019   ⚲ Lisbon, Portugal

- Generated over 7000€ in funding from tech companies to sponsor our event.
- Reached over 50 international IT personalities to speak at the event (eg. Shiblee Hasan @ Google, Cameran Pitmann @ Udacity, Burkay Gur @ Coinbase, etc.).
- Increased engagement more than 10x when managing the event social media accounts with 10k+ followers across platforms.
- Recruited and formed more than 10 new volunteers.

CERTIFICATIONS

- AWS Certified: Cloud Practitioner
- IBM Cloud Pak for Data V3.0.x Data Science

HARD SKILLS

- **Programming Languages:** Python (NumPy, Pandas, Scikit-Learn, Flask, NLTK, BeautifulSoup, etc.), SQL (MySQL, DB2), NoSQL (Cloudant), GenerativeAI, LLMs, LangChain, Git, JavaScript (D3.js, Three.js), Java, HTML&CSS, C, bash, etc.
- **Cloud:** Azure, AWS (Certified), and IBM Cloud.
- **Product or Platforms:** Excel (PowerQuery, PivotTables), PowerBI, Pentaho, etc.
- Consulting, Data Pipelines, Unstructured Data, TimeSeries Forecasting, Machine Learning, Data Wrangling, ETL, A/B Testing, Agile.

EDUCATION

MSc. Computer Science and Engineering
Instituto Superior Técnico, University of Lisbon

- Major: Artificial Intelligence
- Minor: Data Science
- Exchange Semester in Berlin: TU Berlin & Humboldt
- Grade: 17/20

Business Summer School
AESE Business School

- Pitched solution on reducing truck driver's loneliness to major truck and distribution company in Portugal (Luís Simões).

PERSONAL PROJECTS

Visual Mapping of Nobel Prizes
- D3.js interactive Dashboard to visualize patterns in Nobel Prize winners in terms of age, geography, and relationships to other winners. (EuroVis 2019 - Posters)

Real Estate Scrapper
- Python web scraper that automatically stores apartments' information. Applied EDA on the extracted data to find the best places to buy an apartment in Lisbon.
- Similar web scrapping projects on Nobel Prize winners, and Football players.

Crypto RNN
- Python, TensorFlow and Keras Neural Network to predict cryptocurrency prices.

Twitter bot
- Python bot to reply to specific tweet mentions on my personal account.

Smart Mirror
- Built a smart mirror under a 50€ budget, using second-hand materials and open-source software on a RaspberryPi.
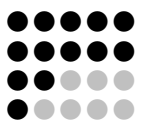
LANGUAGES

English	●●●●●
Portuguese	●●●●●
Spanish	●●●○○
German	●●○○○

HONORS

- IBM Top Talents Portugal
- IBM Gold Champion Learner
- Aubay Open Day Challenge Winner
- IST Management Challenge Finalist

SOFT SKILLS

- **Core Soft Skills:** Problem solving, Analysis, Leadership, Communication, Innovation, Teamwork.
- **Clifton Top 10 Strengths:** Achiever, Futuristic, Learner, Individualization, Ideation, Includer, Restorative, Analytical, Positivity, Developer.