Neal Vazquez

Portland, Oregon | neal.vazquez@ischool.berkeley.edu | neal-vazquez.com

Python and SQL Automation | Conversational AI | Customer Experience

Digital Optimization Strategist with eight years across Nuance, Microsoft, and HCLTech. Connect customer problems to technical evidence through Python automation, SQL analysis, production interaction analysis, and clear communication with engineering and business teams. Berkeley MIDS graduate with an AI-assisted web development portfolio.

Technical Skills

Python, SQL, Streamlit, Power BI, data workflows, conversational AI and NLU evaluation, root-cause analysis, technical documentation, stakeholder communication. Project tools: TypeScript, React, Next.js, GitHub; developed in collaboration with AI.

Selected Technical Work

- Form-validation troubleshooting, 2026: With Codex, identified an empty required County field concealed by a same-address option. Verified a normal-UI workaround and documented the observed state, expected behavior, and regression checks for the provider's development team.
- neal-vazquez.com, 2026: Designed and developed an independent website with AI assistance using TypeScript, React, and Next.js. Integrated responsive navigation, contact flows, contextual chat, analytics dashboards, and interactive player tools.

Experience

HCLTech | Senior Data Scientist | 2025–2026

- Analyzed conversational AI, dialog, and intent performance to diagnose customer-experience failure modes and inform optimization priorities.
- Developed topic-modeling analyses and KPI frameworks; communicated findings to enterprise stakeholders and mentored analysts in data quality and AI-assisted workflows.

Microsoft | Senior Data Scientist | 2023–2025

- Built Power BI reporting and Python analytics workflows; deployed a Python/Streamlit XML parser on Azure App Service and partnered with engineering on data pipelines.
- Translated production performance findings into recommendations for customers, product, and engineering; mentored analysts in Python automation and data modeling.

Nuance Communications | Senior Consultant; Digital Optimization Strategist | 2018–2023

- Analyzed and optimized virtual assistants, live chat, IVR, routing, voice biometrics, and speech recognition. Used SQL/Python workflows and measurement strategy to connect production interactions with business decisions.

The MLS | Marketing Designer | 2017–2018

- Collaborated with marketing, product, R&D, and systems teams on marketing assets, social content, and real-estate insights and reports.

Education

University of California, Berkeley — Master of Information and Data Science, 2024
University of California, Los Angeles — Bachelor of Arts in Philosophy, 2014