

Alex Chandler

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EDUCATION

- **Master of Science in Computer Science (MSCS)** Aug 2022 - May 2024
University of Texas at Austin, Concentration in Artificial Intelligence and Machine Learning
- **Bachelor of Science in Computer Science (BSCS)** Aug 2019 - May 2023
University of Texas at Austin, Concentration in Artificial Intelligence and Machine Learning

WORK EXPERIENCE

- **Boston Consulting Group (BCG)** Boston, MA
Forward Deployed AI Scientist Aug 2025 - Present
 - **AI voice agent for a leading U.S. health system:** primary engineer from prototype through enterprise production; the agent answers patient calls across 550+ clinic phone lines serving millions of patients, handling scheduling with secure real-time integration directly into Epic.
 - **Agent simulation and evaluation:** primary engineer and technical owner of a voice-agent evaluation platform; built a simulation harness that tests realistic phone calls across configurable caller personas and scenarios, automates quality/safety scoring, and regression-tests voice-agent behavior before deployment.
 - **Cloud infrastructure and security:** owned Terraform, CI/CD, and security across 10+ client environments.
 - **Additional Fortune 500 clients:** manufacturing and pricing optimization, customer-service analytics, and marketing AI.
- **Deloitte** Boston, MA
Data Scientist July 2024 - July 2025
 - Deployed a high-traffic AI application on NVIDIA DGX/Kubernetes for a \$16M engagement, automating real-time LLM report assessment, verification, and correction to boost factual accuracy from 82% to 91%.
 - Backend & DevOps engineer for AI app serving 40K+ users; integrated OpenSearch, Amazon Bedrock, DynamoDB, and LlamaIndex. Implemented query transformation, hybrid retrieval, agentic chunking, and citation generation.
 - Supported development of GenAI product suite, which drove \$11M in 2024 sales, and presented at national conference.
- **Fidelity Investments** Boston, MA
NLP/AI Data Science Intern Jun 2023 - Aug 2023
 - Built state-of-the-art automatic evaluation framework for financial chatbot, cutting needed human evaluation time by 67%.
 - Trained **Flan-T5 XXL** for financial Named Entity Recognition (NER) and built table extraction techniques, boosting financial QA accuracy to over 90% over 401K documents.
- **Keysight Technologies** Austin, TX
Software Engineer Intern Oct 2020 - Mar 2022
 - 1.5 years of software engineering: developed APIs, test automation, and AI threat detection for network visibility products.

SELECTED PUBLICATIONS & PATENTS

- **Hallucination Detection with LLM Ensembling:** Lead author, EMNLP 2024: “Detecting Errors through Ensembling Prompts (DEEP): An End-to-End LLM Framework for Detecting Factual Errors”. [Code Here](#).
- **Multilingual Hallucination Span Detection from Internal LLM Weights:** Lead author, SemEval-2025: fast multilingual hallucination detector; first in French among 31 submissions.
- **Financial Misinformation Detection:** Second author, Financial NLP at COLING 2025: “Enhancing Misinformation Detection through Instruction-Tuned Models”.
- **Patent Pending: Systems and Methods for Measuring Performance of Large Language Models:**
U.S. Patent App. 19/169,476.

SKILLS

- **AI & Agentic Systems:** Multi-agent orchestration, prompt/context engineering, MCP/tool calling, agent/evaluation harnesses, benchmarking, LLM-as-judge, NLP, RAG, agent state/memory, model training/fine-tuning, post-training (RL), inference optimization, observability/tracing; voice AI (Pipecat), LangGraph, OpenAI Agents SDK; CLI/IDE: Claude Code, Codex, Cursor.
- **Languages:** Expert in Python; Experienced in TypeScript, JavaScript, Java, C, C++, SQL, and Bash/Linux.
- **Cloud & Infrastructure:** AWS (Bedrock, S3, IAM, VPC, Lambda, ECS/Fargate, EKS, SQS, RDS, API Gateway, CloudWatch, DynamoDB, OpenSearch), Terraform (IaC), Docker, Kubernetes, DevOps, CI/CD, Azure ML, Google Cloud, Databricks.
- **Software & ML:** React, FastAPI, REST API design, PostgreSQL, Redis, async Python, WebSockets, SQLAlchemy, Pydantic, pytest, automated/integration testing; PyTorch, Hugging Face, Scikit-learn, XGBoost, Pandas, NumPy, PySpark.
- **Certifications:** AWS Certified Cloud Practitioner (May 2026); Anthropic Claude Certified Architect - Foundations (Apr 2026).
- **Quantitative Analysis:** A/B testing, experimental design, causal inference, Bayesian statistics, hypothesis testing, power analysis, bootstrap confidence intervals, regression modeling, time-series forecasting, and optimization.
- **Foreign Languages:** Fluent in German, Conversational in Chinese (Mandarin).