Diego de Benito Gorrón

AI ENGINEER AND RESEARCHER

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Ph.D. in Computer and Telecommunication Engineering, with over 6 years of experience in **Machine Learning**, **Deep Learning**, and **Generative AI**. Proven track record in both industry applications and academic research, with strong expertise in audio and text processing. Looking to leverage my skills in innovative AI-driven projects within dynamic tech environments.

EXPERIENCE

Artificial Intelligence Specialist at *EVO BANCO*. April 2024 – Present
- Design, implementation and validation of **Generative AI** systems for automatic analysis of contact center conversations, processing over 2000 daily conversations.
- Participated in the design, development and validation of a banking conversational assistant based on Generative AI agents (**Large Language Models**).
- Built a system which automatized the classification of client interactions using Generative AI and **Natural Language Processing** (NLP) techniques.
- Developed **Retrieval-Augmented Generation** (RAG) agents for Q&A conversational interfaces.
- Designed and implemented **evaluation systems and guardrails** for LLM-based systems.
- Assisted the creation of a text corpus designed to train guardrail systems for LLM applications.

Deep Learning Researcher at *AUDIAS*. October 2018 – March 2024
- Designed and implemented **Convolutional-Recurrent Neural Networks** (CRNN) that enhanced the performance of Sound Event Detection at the international *DCASE Challenge* (2020-2023) by leveraging multi-resolution audio features, **semi-supervised and unsupervised learning** techniques.
- Elaborated and published 8 scientific articles as first author (4 international journals and 4 international conferences). 🔗 Google Scholar
- Participated in the *SomosNLP 2024 Hackathon* for the creation of a corpus of instructions for Large Language Models in Spanish.
- Supervised 3 Master's Theses and a Bachelor's Thesis on **Data Science** and **Deep Learning** topics.
- Taught several courses in the B.Sc. in Telecommunication Engineering, Master's Degree in Deep Learning for Audio and Video Signal Processing, and Master's Degree in Data Science.

EDUCATION

Ph.D. in Computer and Telecommunication Engineering 2018 – 2023, *Universidad Autónoma de Madrid*
- Grade: Outstanding Cum Laude 🔗 Ph.D. Dissertation
- International Doctorate Mention

Master's Degree in ICT Research and Innovation 2017 – 2018, *Universidad Autónoma de Madrid*
- Itinerary: Computational Intelligence
- Grades: GPA 9.12, Master's Thesis 9.50

B.Sc. in Telecommunication Engineering 2013 – 2017, *Universidad Autónoma de Madrid*
- Itinerary: Audio and Video Processing and Communications
- Grades: GPA 8.99, Bachelor's Thesis 9.35

SKILLS

- Python · Langchain · Pytorch · NumPy · Pandas · Databricks · Azure DevOps · GCP · LaTeX · GitHub
- English (fluent) and Spanish (native)

CERTIFICATIONS, AWARDS AND OTHER ACHIEVEMENTS

- Received the "Special mention to the best academic records of the B.Sc. in Telecommunication Technology and Service Engineering" (2017, Universidad Autónoma de Madrid)
- Participated as Guest Speaker at the Google *Hotword Minitalks* conference (2023, Google New York)
- Certification "AI-102: Designing and Implementing an Azure AI Solution" (2024)