MERCEDEH MOHAGHEGH

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SUMMARY

Speech and Data Scientist with three years of industry experience providing data-driven performance solutions for Speech Recognition, Natural Language Processing, Voice Biometric, and Fraud Detection systems. Experienced in data and business analytics, data visualization and customer facing presentation. Scientific researcher holding a Ph.D in linguistics, and over seven years of research experience in speech recognition, phonology and phonetics. Recipient of the U.S. IEE Fulbright FLTA scholarship.

SKILLS

- Data Modeling and Prediction
- Data Visualization and Presentation
- Unix / Python / Git / R / XML
- Tableau / Microstrategy / SQL / MS Excel / MS Access / Visio
- Praat / Ebuilder / Audacity

- Problem Solving
- Scientific Research
- Leadership
- Collaboration
- Multitasking

WORK HISTORY

09/2017-Present

Speech Scientist
Nuance Communications Inc.-Montreal, QC

- Conduct various data analyses to assess conversational flows and KPI metrics and provide data-driven performance solutions for Interactive Voice Response applications
- Use Machine Learning techniques to implement and optimize Voice Biometric and Fraud Detection systems
- Build, train and test NLU models to achieve higher recognition accuracy level and better call steering
- Develop and tune dialog modules and speech recognition grammars
- Utilize Tableau/Microstrategy to create interactive dashboards to achieve higher quality data interpretation and customer presentation at half the amount of time previously needed
- Lead a team of speech scientists to successfully complete various projects within Continuous Optimization and Agile frameworks
- Improve data streamlining processes, resulting in much more reliable and faster access to all available sources of data
- Conduct ROI estimation and assessment of application changes per production release

09/2009-09/2017

Scientific Researcher
University of Toronto – Toronto, ON

- Designed and implemented complex research projects on spoken word recognition, lexical access, and speech perception/production
- Analyzed and interpreted phonetic, phonological, morphological, and syntactic data from languages such as English, Farsi (Persian), and Lamnso (Bantu)
- Conducted eye tracking research, acoustic (spectrograms, IPA transcription) and phonological analysis, speech recording, and questionnaire analysis

| 09/2007-05/2017 | **University Instructor and Teaching Assistant** |
| | *University of Toronto – Toronto, ON; Syracuse University – Syracuse, NY* |

- Designed and taught various linguistics and language courses including phonetics, phonology, Intro to Linguistics, language acquisition, English Grammar and Words
- Received Fulbright FLTA scholarship from IEE and taught Persian as a foreign language at Syracuse University, USA as part of this program

| 09/2006-09/2017 | **EFL Teacher, Translator and Editor** |
| | *Freelance – Tehran, Iran; Toronto, ON* |

- Taught English as a foreign language to children and adult learners
- Volunteered as Editorial and Translation Coordinator at Tirgan Festival (2013-2016)
- Volunteered as Editorial assistant for Toronto Working Papers in Linguistics journal (TWPL, Vol. 35)
- Translated various texts from English to Farsi and vice versa

EDUCATION

2009-2016	**PhD: Psycholinguistics**
	University of Toronto – Toronto, ON
2008-2009	**Master of Arts: Linguistics**
	University of Toronto *– Toronto, ON*
2002-2006	**Bachelor of Arts: Translation**
	Arak University – Arak, Iran

LANGUAGES

Farsi, English, German, French, Arabic