

Cristina Reguera Gómez

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EDUCATION

Utrecht University <i>Research Master's Degree in Computational Linguistics</i>	Utrecht, Netherlands 2022 – 2024
University of Maryland, Baltimore County <i>Master's Degree in Intercultural Communication</i>	Baltimore, MD, USA 2020 – 2022
University of Salamanca <i>Bachelor's Degree in English Studies</i>	Salamanca, Spain 2015 – 2019

EXPERIENCE

AI Engineer <i>Rabobank</i>	Oct. 2024 – Present <i>Utrecht, Netherlands</i>
<ul style="list-style-type: none">Transitioning Rabobank's customer support chatbot from rule-based system to GenAI architecture using LLMs.Integrating fallback mechanisms and Retrieval-Augmented Generation (RAG) to customer service LLM to ensure factual accuracy and mitigate hallucinations.Performing evaluations for accuracy, safety, and compliance in the banking context using internal datasets.Improving critical production models through CI/CD methodology to avoid downtime.Achieved: Transitioned customer service chatbot to near 100% GenAI answers. 80% of GenAI answers achieved a perfect score according to human evaluators, and 0% harmful answers were generated.	
AI & Data Science Intern <i>Netherlands Organisation for Applied Scientific Research (TNO)</i>	Jan. 2024 – Sep. 2024 <i>The Hague, Netherlands</i>
<ul style="list-style-type: none">Created a natural conversational agent for the healthcare domain by researching the effect of empathetic language usage in the agent.Evaluated LLMs with a Chain-of-Thought prompting framework and medical datasets.Built an LLM-powered chatbot and evaluated its usability with a user experiment.Achieved: Project published in the ACL Anthology (https://aclanthology.org/2025.nodalida-1.55).	
Data Engineering Research Assistant <i>Centre for Digital Humanities at Utrecht University</i>	Sep. 2023 – Aug. 2024 <i>Utrecht, Netherlands</i>
<ul style="list-style-type: none">Tested the software for the explorer and virtual research environment of the EDPOP project (European Dimensions of POPular print culture).Implemented robust preprocessing pipelines to cleanse and integrate diverse datasets, ensuring data quality.Developed and validated user cases to optimise functionality and usability of research tools.Achieved: Integrated 3 new datasources to the project, increasing data completeness by 20%, and significantly improved data integrity.	

PROJECTS

SafePath Community-driven urban pathfinding app <i>Python, SQL, Streamlit</i>	Jun. 2024
<ul style="list-style-type: none">Developed a full-stack web application designed to enhance personal safety for women in Amsterdam by providing safer, community-reviewed walking routes.Used Streamlit to create the application and DuckDB for storing and querying safety data in SQL format.App developed for The DuckDB Challenge at Hack4her 2024.	
CHIP Modular System Healthcare knowledge-graph LLM agent <i>Python, Docker</i>	May 2024 – Jun. 2024
<ul style="list-style-type: none">Implemented the Response Generator module in the CHIP system for lifestyle support in Type 2 Diabetes cases.Used Docker Compose to ensure compatibility with CHIP's dockerised microservice architecture and integration with upstream reasoning modules.Collaborated with researchers from The Hybrid Intelligence Centre.	

SKILLS

Languages: Python, R, SQL, Java, JavaScript, HTML/CSS, L^AT_EX
ML/NLP Tools: PyTorch, PySpark, TensorFlow, Transformers, LangChain, NLTK, SpaCy, pandas, scikit-learn
Developer Tools: Microsoft Azure (VMs, AI Search, OpenAI Models, Functions, DevOps), Databricks, Git, Docker
Natural Languages: Spanish (native), English (bilingual, C2), French (B2), Mandarin Chinese (HSK2), Dutch (A1)