

Olivia H. Marrese

Linguist and Generative AI Technologist

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SELECTED EXPERIENCE

Senior Conversation Designer, Applied AI Engineering — **Quiq**

DEC 2022 - PRESENT

- Responsible for the lifecycle of automations, from pre-sales scoping, design, UX research, technical build, and maintenance.
- Contribute to 1 million+ in sales based on performance and solution development in travel/hospitality and retail/ecommerce.
- Build multilingual voice and chat automations using LLMs and NLU; determine which LLM model to use and why; prompt engineer and linguistic SME.
- Client-facing representative of the technical team to customers.
- Determine KPIs, establish metrics, and report findings regularly.

Linguistic Researcher — **University of Colorado Boulder**

AUG 2015 - SEPT 2022

- Conducted end-to-end research of conversational data using qualitative and quantitative methodologies
- Analyzed Spanish and English data and presented deliverables to stakeholders, published findings in scientific journals..
- Responsible for data collection, storage, and management on front and back end for a team of seven researchers.
- Mentored junior researchers; managed one direct report.

Research Intern, AI Systems and Solutions — **IBM Almaden**

JUNE 2022 - SEPT 2022

- Led usability studies of prototype conversational agents, designed new features for Watson Assistant.
- Implemented 82% of design recommendations, wrote technical documentation for developers.
- Designed conversation management solutions for automatic ordering at fast food restaurants based on analysis of user data.
- Lead patent author.

Spanish Language Data Specialist Intern — **SoundHound AI**

MAY 2019 - AUG 2019

- Curated and validated speech training data for ASR models.
- Developed and wrote guidelines for external annotators.
- Phonetic transcriptions for regional dialects of Spanish and localized voice commands (US, Mexico, and Spain).

EDUCATION

MA and PhD, Linguistics

University of Colorado Boulder, 2022

BA, English and Spanish

Central Washington University, 2015

SKILLS

Agile methodology
Linguistic data analysis
Product development lifecycle
LLMs/Gen AI
NLU/NLP
Voice/IVR
Technical writing
Demos and webinars
Customer communication
QA/UAT process

LANGUAGES

Human

English (native)
Spanish (fluent)
French (advanced)

Computer

Python
SQL