# LANA ALREFAI

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## EDUCATION

**University of Massachusetts Amherst** | Cumulative GPA: 3.78 **August 2020 – May 2023**
**Bachelor of Science in Informatics (Data Science)** | Dean's List

## EXPERIENCE

**AXA XL**
***Associate Specialist - BI Solution Design & Transformation*** **February 2025 – Present**
- Drive adoption of Copilot for Power BI across three production reporting solutions, partnering with stakeholders on use cases and tuning semantic models so business users get reliable answers from natural-language queries.
- Serve as the main point of contact for business stakeholders, defining scope and translating requirements into ETL and business translation layer (BTL) pipeline specifications with engineering.
- Migrate on-premise data to the cloud in Azure Databricks, rewriting SQL pipelines to improve reliability and performance.
- Deliver end-to-end reporting solutions, from data models to Power BI dashboards, in partnership with data governance, engineering and master data teams, including one projected to save underwriters over 20% of their time.
- Selected to mentor incoming New York graduate trainees in the Innovation, Data, and Analytics rotational program.

***Graduate Analyst - Innovation, Data & Analytics (3 rotations)*** **September 2023 – February 2025**
- **Data Science & AI**: Applied prompt engineering techniques to explore large language model use cases; leveraged statistical methods (GLMs, residual analysis) and Git to support experimentation, model evaluation, and reproducible workflows.
- **Data Governance & Quality:** Classified and managed enterprise data in Collibra using security and privacy standards, improving data consistency and discoverability.
- **Data Engineering:** Reconciled policy and broker data inconsistencies across underwriting datasets in Databricks SQL by validating mappings against source fields, then reported findings to stakeholders for data quality fixes.

**Deloitte**
***Data Analytics Intern*** **June 2022 – August 2022**
- Built a Tableau data quality dashboard for a health sector client that tracked the completeness and accuracy of client-submitted records, flagging missing and incorrectly formatted fields so the team could prioritize follow-ups.
- Gathered requirements with cross-functional teams and stakeholders to define the quality checks and KPIs the project team needed.

## PERSONAL PROJECTS

**AI Card Benefits & Budget Agent**
- Building an AI budgeting app that sets monthly budgets from my income, fixed costs and savings goals, shows what's left in each category, and flags unused credit card benefits before they expire (Python, Streamlit).
- Cleaning and checking the transaction data before the AI touches it, so every dollar figure is calculated exactly rather than estimated by the AI (DuckDB, dbt, SQL).
- Building an AI assistant that answers questions like "can I afford this?", sorts purchases into categories with tracked accuracy, explains card benefits from the official guide, and sends a weekly summary of suggested actions for my approval (Claude API with tool calling, RAG, LangGraph).

**AI Learning Retention Tool**
- Building an AI learning app that turns course material into quizzes, graded short answers and real-world practice tasks, then brings them back on a spaced-repetition schedule so the material sticks (Python, FastAPI REST API, SQLite).
- Using Claude to find key topics, write questions grounded only in the source material and grade answers with feedback, and checking outputs for accuracy, made-up facts and fair grading before release (Claude API with tool use, prompt engineering, evals).

**Retail Feedback Intelligence Project** | *MIT Applied AI & Data Science Program (certificate project)*
- Built a GenAI pipeline that turns retail customer reviews into sentiment, issue categories, customer replies and recommended actions, and predicts whether customers would recommend a product with 86% accuracy (Python, OpenAI API with GPT-4o-mini).
- Compared six prompt versions (zero-shot, few-shot, chain-of-thought) using an LLM-as-a-judge that scored outputs on five quality dimensions. Chain-of-thought performed best at 0.962 (prompt engineering, evals).

## COURSES & CERTIFICATIONS

MIT Applied AI & Data Science | Microsoft Azure Fundamentals | Google Cloud BigQuery for Data Analysts | Intro to AI on Cloud Anthropic Claude Code 101 | Harvard CS50P Python | Power BI (LinkedIn Learning)

**Technical Skills:** LLM Applications, AI Agents & Tool Calling, RAG, Prompt Engineering, Evals (LLM-as-a-Judge), Claude API, OpenAI API, LangGraph**,** Python, SQL, dbt, DuckDB, Azure Databricks, BigQuery, Power BI, Tableau, Statistical Analysis, FastAPI REST APIs, Streamlit, Git/GitHub, Claude Code, JIRA