

VERÓNICA M. ELZE

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PROFESSIONAL SUMMARY

Artificial Intelligence (AI)-focused technical leader with 15+ years of success in tech, energy, and government sectors. Skilled in reinforcement learning, NLP, and cloud AI systems through advanced graduate-level training and hands-on projects. Adept at launching AI-integrated systems, optimizing processes, and leading cross-functional teams in compliance-heavy environments.

EDUCATION

Master of Science in Artificial Intelligence | *City University of Seattle* | GPA: 3.91

VICEROY Scholarship Mentor. Courses: RL, NLP, Cloud AI, ML & DL, Agent-Based Systems, AI for Data Science.

Bachelor of Business Administration in Management Information Systems | *University of New Mexico* | 2009 | GPA: 3.02

PROFESSIONAL EXPERIENCE

SENIOR PROJECT & PROGRAM MANAGEMENT | INTERNATIONAL TECHNICAL CONSULTANT

Energy & Municipal Sector | 2012 – 2023

Led operational improvement and optimization projects for global energy utilities, driving efficiency across multidisciplinary teams while ensuring regulatory compliance. Managed multi-million-dollar projects through effective methodologies. **Major** client highlights:

- ❖ **Avista – Senior Project Manager:** Managed large-scale multi-million-dollar Advanced Metering Infrastructure (AMI) projects, supporting 400,000+ energy customers across states. Led cross-functional teams and ensured compliance with applicable standards.
- ❖ **City of Spokane – Senior Program Manager:** Directed the mayor's Community Safety Initiative as part of the city's 6-Year Plan to enhance public safety through justice reform. Coordinated efforts across six city departments to deploy a cloud-based solution.
- ❖ **Puget Sound Energy (PSE) – Product Owner:** Managed project analysis, UI/UX design, requirements gathering, and technical documentation for energy management systems impacting over 1 million customers. Led timely cloud-based implementation.
- ❖ **Sacramento Municipal Utility District (SMUD) – Project Manager:** Delivered a multi-million-dollar electric vehicle project with stakeholders to ensure regulatory compliance. Implemented business intelligence dashboards for real-time asset health monitoring.
- ❖ **Bermuda Electric Light Company (BELCO) – Process Improvement Lead:** Worked with C-suite executives to design a KPI dashboard for strategic planning & process improvement. Led company-wide process improvements impacting 36,000 customers.

SENIOR TECHNICAL BUSINESS ANALYST | ENERGY & TECHNOLOGY CONTRACTOR

Energy & Municipal Sectors in USA and Canada | Prior to 2012

Led full-lifecycle tech implementations and process improvements across North American utilities and public agencies. Highlights:

- ❖ BC Hydro – Boosted revenue assurance with geospatial dashboards for 4M customers
- ❖ OGE – Launched Smart Grid programs and founded a Center of Excellence
- ❖ UNM Health Sciences – Advanced telemedicine research and technology planning
- ❖ Gateway – Managed 21 bilingual tech support reps; earned 2 MVP awards and "Client Obviously Wowed" for customer service

TECHNICAL SKILLS

Languages & DevOps: Python, SQL, JavaScript, HTML/CSS, Git, GitHub, JupyterLab, VS Code, RESTful APIs, DevOps, Docker

AI/ML Frameworks: TensorFlow, PyTorch, Scikit-learn, FastAPI, NumPy, Pandas, Matplotlib, SciPy, Gymnasium

Cloud & APIs: AWS (Lambda, Rekognition, Comprehend, S3, EC2), Azure (ML), Google Cloud, OpenAI APIs (Whisper, GPT)

Visualization & UI: Power BI, Tableau, React.js, KPI dashboards

ACTIVITIES & COMMUNITY INVOLVEMENT

- ❖ National Cyber League 2025 (first-time competitor): Top 5% Individual, Double Diamond; Experienced Team ranked Platinum.
- ❖ American Red Cross: Volunteered on the Disaster Action Team, providing immediate emergency assistance support. FEMA NIMS.
- ❖ STEM Advocacy: Volunteered with organizations like Techbridge Girls and Mouse Squad to inspire underrepresented youth.

APPLIED AI/ML/DL PROJECT HIGHLIGHTS | 2024 – 2025

Emotion-aware AI Tutor: Used RL, OpenAI Whisper, and GPT-4o with real-time sentiment adaptation, achieving 5.3% WER and 84% emotion classification accuracy.

Speech-to-Action Robotics: Integrated Whisper + GPT-4o-mini for real-time navigation via Bluetooth LE, deployed on edge/cloud HPC for low-latency decision-making.

Adaptive Language Tutor: Applied Q-learning, DQN, and decision trees for dynamic difficulty; personalized RL in an ed setting.

Robotic Arm Optimizer: Modeled kinematics with gradient descent and simulation frameworks, improving computational efficiency.

Classification: Built CNN models in PyTorch/Scikit-learn for movement recognition; explored transformers for classification accuracy.

Probabilistic Graph Modeler: Benchmarked graph neural networks and probabilistic algorithms for optimized pathfinding.

RL Navigation Agents: Trained PPO, SAC, and DQN agents in Gymnasium/Minigrid; deployed on AWS, achieving faster navigation.