

Machine Learning Engineer

POSITION SUMMARY

The Machine Learning Engineer is responsible for analyzing diverse sets of imperfect data and finding common patterns, theme and trends by using statistical analysis and machine learning. A sound understanding of predictive analytics, predictive modeling and the ability to write data-driven applications based on the analysis is essential. This position will work closely with engineering, product management, and business teams to measure, analyze, and understand Calabrio's users' complex and growing data needs and help them make sense of their ever growing volumes of data.

CORE EXPECTATIONS

- Wrangling data from multiple sources including sales, inventory, product, and customer databases to create integrated views that will be used to drive decision making
- Provide actionable insights to our customers derived from machine learning and statistical analysis that go beyond normal dashboards and BI tools.
- Have a passion for data, be curious about how the various data sources relate and have the desire to ask "What If?"
- Motivated to help drive and grow Calabrio's analytics offerings
- Desire to be part of team the works hard, laughs hard and works as a team.

CORE COMPETENCIES

- Proven ability to analyze large sets of imperfect data with machine learning and statistical analysis and derive actionable outcomes based on specific business problems.
- Proficient with Python and data science libraries
- An understanding of various methods for visualizing analysis and presenting data in a way that can be easily consumed by business users
- Knowledgeable in statistics concepts including descriptive statistics, hypothesis testing, regression analysis, linear models, non-linear models, classification, forecasting, validation, etc.
- Excellent verbal, written and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers

EXPERIENCE/EDUCATION

- Minimum of Bachelor's degree in Computer Science, Computer Information Systems, Mathematics or related field, Master's degree a plus.
- Practical experience building machine learning applications with structured, un-structured data types and distributed task queues

- Background in statistics, math, and machine learning theory.
- 2+ year of experience with machine learning, predictive modeling, exploratory data analysis using Python.
- Experience with software product development items such as
 - REST APIs via Web Servers
 - SQL
 - Windows and Linux environments
- Experience working collaboratively in a fast-moving start-up environment with a team of PMs and developers

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Be able to view a computer for a long period of time

WORKING RELATIONSHIPS

- Report to a software engineer manager or higher level personnel
- Close interaction with peer software engineers, group leaders and other employees and departments in the company
- Direct work with customer and partners in a leadership role
- Provides leadership within company on small projects and tasks
- Ability to work independently and as part of a team

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity follow this link:

<https://home.eease.adp.com/recruit/?id=14378401>

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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