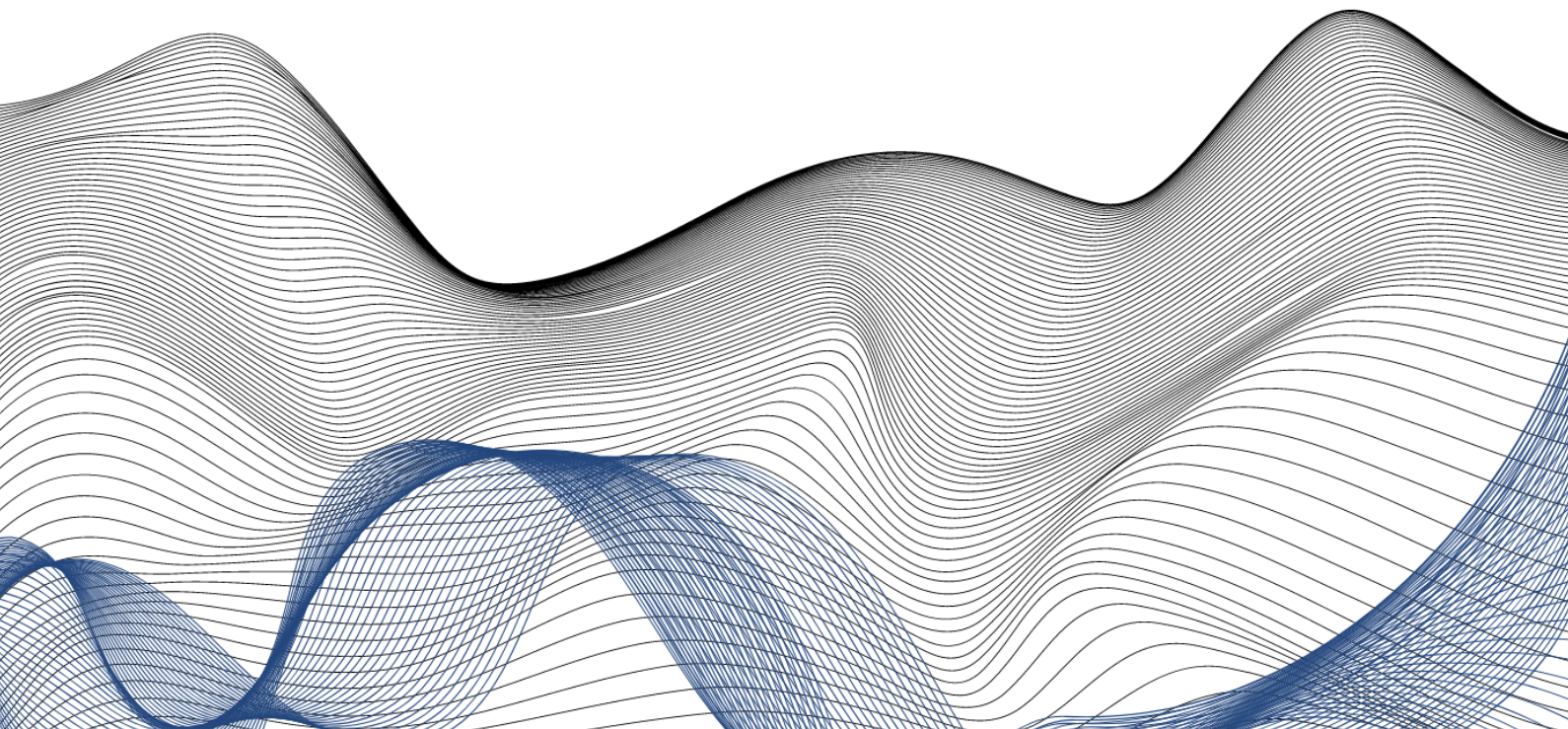




Data Scientist / Machine Learning Engineer

Callbi AI Labs | Job Description



About us

Callbi is a leading provider of speech analytics for contact centres in South Africa, with over 100 successful deployments. Our platform helps call centres understand what agents and customers are saying in multiple South African languages, enabling tasks like compliance monitoring and uncovering intelligent insights from calls. Callbi is part of the Alphawave group.

Saigen, also part of the Alphawave group and a Callbi shareholder, works alongside Callbi to provide accurate transcription and analysis of South African English, Afrikaans, isiZulu, Setswana, and Sesotho.

We're excited to introduce a new joint initiative: **Callbi AI Labs**. This lab will focus on solving complex business problems by collaborating closely with select Callbi clients.

If you're passionate about solving business challenges by combining insights from call centre speech with other business data, Callbi AI Labs could be the perfect fit for you!

Our Team and Environment

We are a dedicated, skilled, and curious team that thrives on innovation and problem-solving. Our startup culture fosters a collaborative and supportive environment where unconventional thinking is encouraged, and diverse approaches to challenges are explored. We value commitment to detail, dedication, and hard work, and we are deeply invested in the personal growth and development of our team.

Our Offices

Our offices are located within Brickfield Canvas in Salt River, offering flexible working hours to promote a healthy work-life balance. On-site, we provide unlimited barista-style coffee and easy access to the cafeteria for ordering food.

Job Description: Data Scientist / Machine Learning Engineer

As a Data Scientist / Machine Learning Engineer at Callbi AI Labs, you will collaborate with clients to identify and address their challenges by harnessing the power of data and advanced analytical techniques. Callbi AI Labs is dedicated to identifying and solving complex problems that could have a high business impact for our clients, and your expertise will be crucial in leading clients through data-driven strategies and analytical processes.

Your responsibilities will include applying statistical, analytical, and machine learning methods, to automate processes and develop intelligent solutions to solve complex business problems. You will be involved in all stages of the data science pipeline, from data collection and analysis to the design, development, and deployment of predictive models and solutions. Your work will directly contribute to enhancing our clients' decision-making capabilities, ensuring that Callbi remains a leader in delivering impactful speech analytics solutions.

Key Responsibilities

- **Innovation Leadership & Client Collaboration:** Lead client interactions to understand their challenges and identify key pain points that can be addressed using machine learning, specifically speech analytics and possibly other client-specific data sources.
- **Research & Development:** Conduct R&D to develop innovative solutions for customer pain points. These solutions may or may not be integrated into Callbi's speech analytics platform.
- **Machine Learning Model Development:** Design, develop, and optimise predictive models and algorithms that solve complex business problems using cutting-edge machine learning techniques.
- **End-to-End Pipeline Management:** Oversee the full data science process, from data collection and preparation to model deployment, ensuring models are monitored and refined for optimal performance.
- **Collaboration with Development Teams:** Work closely with software engineers to integrate machine learning models into Callbi's platform, ensuring smooth deployment and system functionality.

Qualifications and Skills

- **Education**
 - Bachelor's degree in Engineering (B.Eng) or Computer Science (B.Sc. Compsci) is required.
 - A Master's degree in a related field.
- **Experience**
 - At least two years of professional experience in data science, machine learning, or a related field.
- **Technical skills**
 - Excellent Python skills, including experience with essential data science libraries (pandas, numpy, scikit-learn, matplotlib, seaborn)
 - Familiarity with various machine learning algorithms and experience with deep learning libraries (PyTorch or TensorFlow).
 - Familiarity with relational and NoSQL databases.
 - Experience with generative AI technologies such as LLMs.
 - Experience with text analytics and natural language processing (NLP).
- **Soft Skills:**
 - Excellent communication and collaboration skills, with the ability to work effectively in a team-oriented, fast-paced environment.
 - A proactive attitude towards learning and staying current with the latest trends and developments in data science and speech analytics.
 - A meticulous approach to data processing, analysis, and model development, ensuring accuracy and consistency in all tasks.
 - Ability to adapt to new challenges and contribute innovative solutions.
 - Ability to work independently and lead a small team.

What can you expect from Callbi AI Labs?

- Competitive salary
- Generous leave policy
- Flexible working hours and hybrid policy
- Opportunities to grow and develop your career
- Offices with lunch and barista-style coffee

How to Apply?

Send your CV to careers@saigen.co.za with the subject *Callbi AI Labs ML Engineer*. Please feel free to reach out if you have any questions.