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QUALIFICATIONS

In-depth knowledge of the speech recognition, mobile voice, and call center markets.

Proven ability to bring products to market and successfully grow a commercial business in a highly competitive environment.

Deep technical expertise in speech recognition, natural language processing (NLP), language analytics, data analytics, and multimedia search.

EXPERIENCE

2009 – Present **MM Consulting**

Independent Consultant, Working with companies to make strategic decisions to determine the best technology to meet their needs in a variety of applications of NLP and speech recognition.

Industries ranging from Medical Informatics and Transcription to Call Center Analytics to Mobile Voice Application; clients include companies such as BBN Technologies, CallMiner, Ditech Networks, General Catalyst, NavCanada, RAMP Holdings, Speech Morphing, Transcend, UFA, Vlingo. Work products include:

- Strategic planning
- Evaluation and development of tools and models
- Prior art research for patents
- Seminars to educate companies on speech and NLP technologies
- Technology and product surveys targeted to specific application areas

Adjunct Professor, Brandeis University Teaching fundamentals of computational linguistics, speech recognition, and corpus analytics in Brandeis' graduate program in Computational Linguistics.

2007 – 2009 **Ramp Holdings (previously EveryZing)**

Vice President – Speech and Content. Responsible for the strategic direction of speech and natural language processing technologies to provide search and media marketing for customers such as Fox, Boston.com, NBC, and the Patriots. Analysis of customer data to determine the best strategy for search engine optimization and content merchandizing. Managed patent portfolio, identifying patentable technologies and working with the legal team.

1987 – 2007 **BBN Technologies**

Vice President (6/04 – 4/07) Commercial Speech Solutions. Responsible for technology direction of speech products in both network telephony and large vocabulary speech recognition for search. Product and market evangelism, pre-sales support, conduit to BBN R&D team for new technology, product definition, patent portfolio.

Department Manager (6/03 – 6/04) Call Center Speech Solutions Department. Responsible for a new department focused on products aimed at the telephony speech market. Achieved significant year over year growth and profitability.

Director (1/00 – 6/03) Program Director for new applications of speech and language technologies in the Customer Contact Center market; business development; negotiating partnerships and VAR agreements; managing the development and delivery of products and services, business planning.

R&D Manager (8/98 – 1/00) Speech and Language Processing Department. Directed more than 50 researchers in speech recognition, topic identification, telephone dialog systems, and information extraction from text and speech. Responsible for line management of \$10M in revenue.

Senior Scientist (8/93- 8/98) Speech and Language Processing Department. Co-PI of the Large Vocabulary Speech Recognition project, a \$2M per year effort to improve speech recognition performance.

Scientist (8/87 - 9/93) Artificial Intelligence Department. Primary developer of the *SPOKESMAN Generation System*, which produced text for several applications, including DARPA's AirLand Battle Management Project.

EDUCATION

- 1990 Ph.D. in Computer Science, University of Massachusetts at Amherst
- 1986 M.S. in Computer Science, University of Massachusetts at Amherst
- 1979 M.A. in English Linguistics, State University College of NY at Fredonia
- 1977 B.A. in English Linguistics, State University College of NY at Fredonia

SELECTED PANELS AND PRESENTATIONS

- 2014 Mobile Voice, *What makes an "Advanced Dialog" Advanced?*
- 2012 Bio NLP Workshop, MedLingMap: A growing resource mapping the Bio-Medical NLP field
- 2012 Bio NLP Workshop, What can NLP tell us about BioNLP (student paper)
- 2012 Mobile Voice, *More data or more knowledge: How to move speech recognition forward?*
- 2010 US Patent and Trademark Office, *Prior Art Research in Speech Technology*
- 2008 Voice Search Conference: *Speech recognition in the Enterprise*
- 2006 SpeechTek, *Speech Recognition: The key to the content for multimedia search*
- 2005 SpeechTek, *Natural Language: When do you need it & How do you know when it's working*

PATENTS

- 8,312,022 2012 Search Engine Optimization
- 7,274,776 2007 Methods and systems for routing a call
- 6,898,277 2005 Annotating Recorded Information from Contacts to Contact Center

COMMUNITY INVOLVEMENT

VP of Arlington Education Foundation, leading targeted fundraising campaigns, managing our Salesforce implementation, maintaining our web presence and leading strategic planning.

Leader of the AEF Technology Initiative. Raising funds for new computer science labs at the high school and middle school.

Leader of Bridge the Gap fundraising campaign, which raised over \$600,000 for Arlington Schools in 2 months in 2010.

Campaign Manager for several candidates in local elections for Treasurer, Board of Selectman, and School Committee.

Chair Religious Education Committee, Unitarian Universalist Church.