

Ashley Rogers

Winter Springs, Florida

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SUMMARY

I am a highly detail-oriented professional, experienced with twelve years of customer service, eight years of data entry, four years of remote work, and three years of administrative experience. Repetitive workloads constantly engage me and keep me motivated to accomplish tasks efficiently. My experience brings proficiency to the integrity of data management, operational coordination, process strategy, and user comprehension improvement. For two years I have strategically used generative AI for operations, efficiency, research, and data integrity.

SKILLS

- **Technical:** Typing 60 WPM, LLM Prompt Engineering, NLP Data Analysis, Digital Literacy, AI Content Creation, Data Labeling, AI Training, Pega CRM, Technical Support, Microsoft Office, Google Workspace
- **Data Analytics:** Data Entry, Information Analysis, Pattern Identification, File Integrity, Auditing, Instructional Design, Process Improvement, Content Optimization for Easy Comprehension
- **Professional Traits:** Critical Thinking, Intuitive Reasoning, Detail-Oriented, Fast Adaptive Learning
- **Knowledge:** Interpersonal Customer Service, Strategic Communication, Risk Management, KYC, Networking

WORK EXPERIENCE

Senior VLM Trainer (Remote)

microI (AI powered human data company) 10/2025 to Current

- Reviewed and created comprehensive descriptions for thousands of standard and 360° view AI generated videos, quickly rating for visual and audible problems. I also tagged hundreds of audio clips with emotion tags.

AI Transcriptionist (Remote)

OpenTrain AI (Freelance AI work) 10/2025 to 05/2026

- Transcribed thousands of English audio files with complex East Asian voice accents using Labelbox by verifying phonemes against semantic intent to minimize errors caused by conversational ambiguity.

AI Trainer (Remote)

Alignerr (Freelance platform, powered by Labelbox, for training generative AI) 08/2025 to 05/2026

- Performed data annotation tasks for AI-generated text content to improve the quality, clarity, and effectiveness of AI prompts and responses, created high quality audio recordings for AI-generated TTS scripts to train AI, and reviewed and rated other user's audio prompts.

Independent Contractor (Remote)

Mercor Intelligence (Project of Mercor, AI-powered human resources technology company) 07/2025 to 11/2025

- Performed data annotation tasks for both human and AI-generated pictures, videos, and audio content to improve the quality, clarity, and effectiveness of AI prompts and responses.
- Revised and restructured existing guidelines, improving both comprehension of directions and output efficiency.

Customer Service Representative (Remote)

Colony Brands (Direct marketing e-commerce catalog company) 10/2023 to 02/2025

- Implemented interpersonal customer service and multitasked to manage order fulfillment coordination, payment processing, technical support, troubleshooting, and conflict resolution.
- Effectively and quickly answered hundreds of high volume inbound phone calls, maintaining positive customer relationships and ensuring clear communication and client satisfaction.

Nursery Manager and Website Admin (Hybrid) *Cocoa, Florida*

Stevenson Nursery, Landscaping, and Irrigation (Agricultural landscaping company) 10/2018 to 10/2021

- Strategized purchasing and placement, forecasted supply demand, managed project collaboration, monthly schedules, request resolution, and high-volume installations and deliveries for B2C and B2B.
- Maintained the accuracy and integrity of extensive data records, performing audits and converting hundreds of Excel documents for WordPress with grammatical precision.
- Resolved functional discrepancies for customer comprehension and information provision by creating a website with 200 meticulously detailed plant webpage entries, tripling online business and foot traffic.

EDUCATION

High School Diploma, Some College (2009 to 2012) GPA 3.9 *Seminole State College, Sanford, Florida*