

Ashley Rogers

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SUMMARY

I am a highly detail-oriented professional, with 12 years of customer service, 4 years of data entry, 5 years of remote work, 3 years of administrative experience, and 1 year of data annotation. 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 3 years, I've 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, 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

English QA Transcription Moderator and Team Lead (Remote) *Turing* 06/2026 to 08/2026

- Transcribed and reviewed human recorded audio with high accuracy, moderated teams with training conferences, monitored performance metrics, and provided weekly feedback and guidance to ensure clear understanding of project guidelines.
- Coordinated with project managers to determine team capacity and adjust production targets, resolved transcription disputes, and maintained high inter-transcriber reliability across teams.
- Provided studio quality recordings for voice acting, emotional expression, and narrative audio, editing to perfection and providing accurate timing synchronization and high quality for AI training.

Senior VLM Trainer (Remote) *micro1* 10/2025 to 05/2026

- Reviewer for four micro1 projects. Created comprehensive descriptions for 1000s of standard and 360° AI generated videos, rating for visual and audible problems. Applied emotional tags for hundreds of audio clips.

AI Transcriptionist (Remote) *OpenTrain AI* 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* 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* 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.

Manager and Website Admin (Hybrid) *Stevenson Nursery, Landscaping, and Irrigation* 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*