

MERCY AISOSA

AI Data Annotation & Quality Specialist | RLHF & SFT Evaluator | Team Lead
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PROFESSIONAL SUMMARY

I am a dedicated AI Tutor and Data Annotation Specialist with 6+ years of experience training individuals and teams in artificial intelligence concepts while delivering high-quality data annotation services across text, image, audio, and video domains. I have been directly involved in several projects focused on the training and evaluation of Large Language Models (LLMs), including Reinforcement Learning from Human Feedback (RLHF), Supervised Fine-Tuning (SFT), and Image Description generation. These projects provided me with hands-on experience in refining model responses, ensuring factual accuracy, and aligning outputs with user expectations.

In the RLHF project, I evaluated AI-generated responses from two different models, rating them based on multiple criteria such as helpfulness, clarity, tone, factual correctness, and relevance. When a response didn't meet the required standard, I rewrote it, making sure it aligned with the guidelines and better addressed the user's intent. This often involved verifying facts from reliable sources and improving phrasing to enhance the overall usefulness of the response. Through this, I contributed to refining how the model interprets and generates human-like answers.

In the SFT project, my role involved reviewing low-quality or incomplete model outputs and rewriting them into high-quality, informative responses. I based my rewrites on verified data from the internet, ensuring accuracy, appropriate tone, and alignment with the task instructions. These improved examples were then used to train the model to produce better responses independently, without needing human correction.

CORE COMPETENCIES

- AI Tutoring: Writing, reviewing, and annotating text, audio, image, and video to shape model behavior
- Multimodal Data: Audio and video recording, audio review, image/video labeling ● LLM

Training Support: RLHF, SFT, prompt-response scoring, safety & helpfulness evaluation ● Writing & Communication: Clear, concise English writing (guides, reports, dialogue examples)

- Annotation Tools: Supervisely, CVAT, Labelbox, Roboflow, Prodigy, Rossum, Annotation Pro, Brat,

and more

- Quality & Leadership: Tiered QA, 99%+ accuracy, team onboarding & mentorship

PROFESSIONAL EXPERIENCE

Annotation Quality Assurance Specialist – Humans in the Loop (Sofia, Bulgaria, Remote) 2023 – Present

- Performing project routine quality checks and tests on image, text, and video labeling tasks
- Preparing and implementing quality assurance procedures, documentation, and policies. ●
- Identifying and resolving workflow and production issues.
- Documenting quality assurance activities and creating audit reports.
- Creating training materials and operating manuals.
- Addressing and discussing issues and proposed solutions.
- Making recommendations for improvement.
- Working with various teams to correct issues that arise in the production process.

Human Feedback Evaluator & Reviewer – Translated (Remote) 2024 – 2025

- Taught AI models how to respond more helpfully and safely by rating text outputs across tone, accuracy, and relevance.
- Provided curated written examples that improved model training for RLHF and SFT.
- Collaborated with engineers to refine annotation tools and training workflows.

Product Classification & Data Reviewer – Global E (US, Remote) 2023 – Present

- Reviewing 1,500 SKUs/week, extracted attributes, and assigned HS codes with >97% first-pass accuracy.
- Flagging compliance risks, reducing customs-hold incidents by 18%.
- Maintaining meticulous annotation logs and SOPs, now used by junior annotators.

Data Annotator & Reviewer – Hypersentience.AI (London, UK, Remote) 2021 – 2022 •

Maintained a 99% accuracy in annotating data for training the AI model

- Onboarded new employees by training them on how to annotate audio data
- Interpreted results from model testing and provided reports to the AI team to help improve the model performance
- Provided support for team members to help the QA process workflow for collected data.
- Provided weekly sprint dataset release details to the AI team at the end of every week for the dataset build
- Collected and organized audio data for training AI models
- Deliberated with the team to provide solutions to help improve model performance

Freelance Data Annotation Specialist (Upwork Top-Rated Plus) 2020 – Present

- Delivered multimodal datasets (text, audio, video, image) to 90+ global clients, achieving 99% QA.
- Recorded and labeled voice samples for conversational AI, ensuring natural dialogue tone.
- Produced clear writing assignments, dialogue scenarios, and annotation guidelines used to train generative AI systems.
- Managed end-to-end projects: scoping, guideline creation, onboarding, schedule tracking, and QA.

Data Annotation Specialist – Daraja Inc. (US NGO, Remote) 2019 – 2020 •

Annotated video, image, and text data for training AI Models

- QC'ed the team tasks that halved rework rates.
- Provided training sessions that increased throughput and accuracy for junior annotators.

EDUCATION

Diploma, Diploma in Law

University of Benin, Benin City

Bachelor of Arts, International Studies and Diplomacy
University of Benin, Benin City

LANGUAGES

English (Fluent) | Yoruba (Native)

VOLUNTEER & COMMUNITY

- **Facilitator, Femote:** trained over 100 women in data annotation for training AI Models.
- **Facilitator, Beyond Human Intelligence:** trained over 1000 participants in data annotation for training AI Models