# MARY JOYCE SIMANGAN

Imus, Cavite, Philippines

## Summary

Detail-oriented AI Linguistic Specialist and Transcriptionist with direct experience in annotating audio datasets, evaluating speech nuances, and auditing model outputs for accuracy and structural alignment. Leverages an extensive background in AI Data Operations and Quality Assurance at ByteDance and Accenture to ensure high-fidelity transcription quality and strict policy compliance. Proven track record in optimizing data workflows, detecting linguistic errors, and enhancing AI model performance.

## Skills

- **Data & AI:** Model Data QA & Evaluation, Generative AI Training (Linguistics & Emotions), Dataset Validation, User-Interaction Scenario Auditing, Transcription Analysis
- **Quality Assurance & Operations**: Content Moderation, Policy Compliance, Quality Audits, Error Detection, Workflow Optimization, Root-Cause Analysis
- **Administrative & Digital Marketing:** Social Media Management, Content Planning, Digital Marketing Workflows, Portfolio Development
- **Tools:** Google Workspace, MS Excel, MS Word, PowerPoint, Canva, ChatGPT, Copilot, CapCut, Gemini

## Experience

### Model Data Quality Assurance Specialist | ByteDance

*(03/2025 — 05/2026 | Ortigas, Pasig)*

- Executed quality assurance and evaluation frameworks for AI model data to ensure high-fidelity search relevance and model performance.
- Audited AI-user interactions through simulated scenario analysis and refined emotional intelligence parameters within linguistic models via specialized transcription data evaluation.
- Conducted QA checks, corrected inconsistencies, and elevated data standards—boosting AI performance by approximately 20%.
- Streamlined data workflows with cross-functional teams, cutting turnaround time by 15% and driving system efficiency.

### Global E-commerce Evaluation Specialist | ByteDance

*(11/2022 — 03/2025 | Ortigas, Pasig)*

- Evaluated complex search results to ensure users received timely and accurate outcomes, contributing to a 30% improvement in user satisfaction ratings.
- Utilized specialized data tools to enhance data collection processes, improving throughput by approximately 25% without compromising quality standards.

**Trust & Safety Quality Assurance Specialist | ByteDance**

*(02/2021 — 11/2022 | Ortigas, Pasig)*

- Ensured accuracy of content moderation through rigid policy compliance, achieving a 95% consistency rate across high-volume workflows.
- Conducted comprehensive QA audits to detect risk patterns, providing actionable insights to enhance platform compliance and safety standards.
- Supported the strategic enforcement of platform policies, resulting in a 40% reduction of non-compliant content within the first year.

**Senior Quality Assurance Analyst | Accenture**

*(07/2015 — 12/2020 | Cubao, Quezon City)*

- Advanced from Review Analyst to Senior QA, strengthening digital content review parameters and driving team operational excellence.
- Improved overall trust & safety metrics by approximately 50% through strict quality compliance audits, trend reporting, and root-cause analysis.
- Partnered with global teams to share domain expertise and provide data-driven feedback loops to enhance platform policy guidelines.

## Additional Project Experience

**AI Linguistic Auditor (Private Individual) | RWS**

*(07/08/2026 — 08/21/2026)*

- Conduct targeted quality audits on AI model outputs, verifying linguistic accuracy, syntax compliance, and structural alignment.

**AI Audio Transcriptionist (Contributor) | Babel Audio**

*(06/11/2026 — Present)*

- Transcribe and annotate audio datasets, focusing on tracking, tagging, and training AI models to recognize human emotional states and vocal nuances.

## Training & Certifications

- **General Virtual Assistant (GVA) Comprehensive Training | Pro VA**

  *(07/04/2026)*

  - *Specialization:* Social Media Management, Digital Marketing Workflows, and Portfolio Development.

## Education

**Bachelor of Science in Secondary Education major in English**

*Technological Institute of The Philippines | 10/2012 | Quezon City*