

PROFILE

Quality and Operations Specialist with hands-on experience leading QA at scale in AI data operations. As Team Lead at Alignerr, oversaw quality assurance across a ~1,000-person annotation team — designing feedback systems, building workflow tools adopted by nearly 1,000 contributors, and auditing performance at volume. Combines strong analytical judgment with the ability to acquire complex domain knowledge rapidly and translate it into clear, actionable processes. Additional background in AI data training, editorial quality control, and bilingual communication.

WORK EXPERIENCE

Quality & Operations Specialist / Team Lead Alignerr | Remote | January – June 2026

One of six Team Leads responsible for quality assurance across a ~1,000-person audio transcription annotation team.

- Designed and built Froyo Flight/Route Overlay, a Chrome extension consolidating aviation research into a single interface; reached 997 active users and saved ~2 minutes per data row at a throughput of 100,000+ rows per week. [Chrome Web Store](#)
- Developed Second Ear, an NDJSON-based audit viewer with inline differential display, doubling audit throughput and enabling richer, more teachable contributor feedback — adopted by all team leads. [GitHub](#)
- Built a searchable web-based directory consolidating fragmented international AIP charts, incorporating fuzzy search and an integrated PDF viewer to reduce lookup times from minutes to seconds. [AIP Charts Directory](#)
- Conducted structured performance audits with detailed trend-based feedback documents, and held final responsibility for contributor promotion and removal decisions
- Produced an evidence-based operational scope analysis that directly influenced a client decision to adjust project parameters
- Reviewed candidate intake submissions to assess contributor potential, distinguishing surface-level errors from underlying research and judgment capability
- Held regular office hours for onboarding and ongoing contributor support

Senior Reviewer Outlier AI | Remote | March – December 2025

- Evaluated AI-generated content and human annotations against established quality rubrics
- Produced detailed written justifications for quality ratings to guide model refinement

Contract Translator BBC World Service | Remote | July – August 2024

- Produced transcriptions, translations, and subtitles for multilingual media content in English and Bengali
- Ensured linguistic accuracy and cultural sensitivity across all translated materials

Advanced AI Data Trainer Invisible Technologies | Remote | May – November 2024

- Rated and annotated generative AI outputs for three major clients, maintaining a quality score above 98%
- Provided detailed written feedback to refine large language model behaviour

Circulation Assistant Watzek Library, Lewis & Clark College | September 2018 – October 2021

- Provided research support and managed library circulation services

EDUCATION

work towards Bachelor of Arts (Hons)

Lewis & Clark College, Oregon, US — 2018–2022

Selected academic work:

[Carbon: Neutral?](#) Storymap research project

[Give Juno \(2007\) the Props it Deserves](#) Video Essay

International Baccalaureate Diploma UWC Mahindra College, India — May 2018 Score: 38/45

SKILLS

Quality Assurance & Auditing | Process Design & Documentation | AI Data Operations | Performance Management | Technical & Analytical Writing | Stakeholder Communication | Workflow Tooling (Chrome Extensions, NDJSON Viewers) | Rapid Domain Acquisition

Languages: English (Native) | Bengali (Professional) | Hindi (Basic)

Portfolio available at ghoshaan.github.io/portfolio | References available on request.