

# YANELIS SANTOS HERNÁNDEZ

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## PROFESSIONAL SUMMARY

Multilingual AI Data Annotator and Web Implementation Specialist with over 4 years of experience in Big Tech environments (Google, Meta). Strong background in AI training, policy compliance, quality assurance, and customer success. Proven ability to improve quality metrics, optimize processes, and deliver high-impact training programs in fast-paced international operations.

## CORE COMPETENCIES

- AI Data Annotation & Content Classification
- Quality Assurance (QA) & Policy Compliance
- LLM / AI Training Support
- Web Product Implementation & Client Onboarding
- SOP Development & Process Optimization
- KPI Monitoring & Root Cause Analysis
- Technical Training & Upskilling
- Web Analytics (Google Analytics, GTM)
- Stakeholder Management & Cross-functional Collaboration

## PROFESSIONAL EXPERIENCE

### THOTH – Safety ES Labeler | AI Data Annotator (Mar 2025 – Present)

- Perform AI content labeling and classification following strict policy guidelines.
- Provide structured feedback to improve AI model accuracy.
- Assist in root cause analysis to resolve quality issues.
- Participate in calibration sessions to ensure policy alignment.
- Maintain compliance with policy updates and quality standards.

### Teleperformance – Google Project | Web Product Implementation Specialist / Trainer (May 2023 – Jan 2026)

- Led onboarding and implementation of Google advertising products.
- Provided technical training and implementation guidance to advertisers.
- Created SOPs for Google training modules.
- Delivered onboarding training and upskilling programs.
- Supported AI training initiatives with structured implementation material.

### Teleperformance – Meta Project | Customer Service Representative (ES & UK) (Jan 2022 – May 2023)

- Managed ticket resolution for SMB and Global Business Group clients.
- Provided product troubleshooting and technical guidance.
- Generated performance reports and ensured SLA compliance.
- Collaborated cross-functionally to align operational processes.

## **Air Canada Vacations | Destination Representative (Sep2017– Oct 2021)**

- Managed airport operations and passenger services.
- Prepared operational reports and handled flight updates.
- Investigated and resolved customer complaints.
- Trained new employees in compliance and service standards.

## **EDUCATION**

Bachelor's Degree in English Language and French as a Second Language – Máximo Gómez Báez University (2011 – 2017)

## **LANGUAGES**

Spanish (Native) | English (C2) | French (C2) | Portuguese (A2)

## **TECHNICAL TOOLS**

Google Analytics | Google Tag Manager | Google Ads | Meta Ads Manager | Microsoft Excel | Microsoft Office Suite | Google Workspace | CRM Systems