

CONTACT

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⌖ LOCATION
Trà Vinh, Vietnam · Remote

CORE SKILLS

- Data annotation QA & auditing
- LLM / chatbot evaluation & rewriting
- Search & ads relevance rating
- Trust & safety content review
- Annotator coaching & team leadership
- Quality metrics, error analysis & reporting
- SLA & workflow queue management
- Guideline interpretation & arbitration
- EN–VI translation & transcription

EDUCATION

2007 – 2011
BA, English (Foreign Language Studies)
Nong Lam University
★ Valedictorian

2010
Teaching Certificate
University of Pedagogy

LANGUAGES

Vietnamese	Native
English	Fluent, professional

// AI data quality & evaluation

Duong Minh Tri

Human Data Manager · AI Data Quality & Evaluation

Human Data Manager with 9+ years in AI training data, quality assurance and evaluation for global programs. At micro1 I audit complex robotics and multi-camera annotation work, lead and coach annotators and reviewers, enforce SLAs, and turn raw QC data into clear reports that show management where errors come from and how to fix them. A teaching background helps me explain guidelines clearly and raise team quality. Native Vietnamese, fluent English.

WORK EXPERIENCE

Human Data Manager
01/2026 – Present
micro1 · Remote
★ Featured in micro1's "Human First" campaign

- **Quality auditing:** audit AI training annotations of robotic agent behaviour and multi-camera POV consistency, validating bounding boxes, timestamps and descriptions and correcting scene, robot-pose and object-continuity errors.
- **Team leadership:** track expert throughput and error rates, coach annotators and reviewers toward independent judgement, and handle goal-setting, troubleshooting and offboarding.
- **Workflow & SLAs:** manage review queues to 24-hour (weekday) / 48-hour (weekend) SLAs and audit reviewer feedback to separate honest misjudgements from patterned negligence.
- **Data & reporting:** aggregate QC data, apply 80/20 analysis to find top error drivers, track daily quality trends, and turn spreadsheets into clear Slack reports and executive summaries.
- **Process & communication:** write team announcements and "Common Errors" updates, run FAQ workflows, and explain complex physical and robotic concepts to keep the team aligned.

Evaluator, Annotator, Rewriter & Arbitrator
02/2020 – 08/2025
Appen · Remote

- Rated query–page relevance and annotated user queries for chatbot responses; rewrote and polished chatbot answers to guideline standards.
- Arbitrated conflicting judgements with the annotation team and project leadership to keep ratings consistent.

Google Ads Search Evaluator
02/2019 – 2023
TELUS International · Remote

- Rated search queries against ad creatives and landing pages; reviewed video ads and analysed quality and policy issues.

Transcriber & Internet Safety Evaluator
03/2016 – 08/2022
Lionbridge (now TELUS International) · Freelance

- Transcribed and translated English ⇄ Vietnamese; evaluated video for a Kids Safety program and assessed general web content.

TEACHING & LANGUAGE EXPERIENCE

Freelance Vietnamese Teacher — 11/2021 – 01/2023
Prepared Indian professionals for long-term work and life in Vietnam.

English Teacher · Thu Duc College of Technology — 10/2015 – 03/2018
Taught English majors and non-majors (communicative & academic).

Librarian · The American School — 07/2014 – 04/2015

English Teacher & Coordinator · Nong Lam University — 09/2010 – 05/2014
Taught TOEIC, IELTS, YLE & communicative English; ran national tests.