

Aradea

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Aradea works remotely as Analyst with more than two years of working experience in various fields such as teaching, training, moderating, data collection and entry, and coordinating with stakeholders. He also has strong organizational, time management, administrative, and teaching skills. These skills are proven by his experience in various companies and programs such as finishing his works well and on points as planned. He is a person who enjoys expanding his network of friends, trying and learning new things, practical work, and is interested in improving his administrative skills.

WORK EXPERIENCE

Technology

Nov 16, 2025 – Present

Analyst (remote part-time)

- Evaluating outputs generated by LLMs across multiple modalities (text, image captions, and multimodal prompts).
- Assessing quality against project-specific criteria such as correctness, coherence, completeness, style, cultural appropriateness, and safety.
- Identifying subtle errors, hallucinations, or biases in AI responses.
- Applying domain expertise and logical reasoning to resolve ambiguous or unclear outputs.
- Providing detailed written feedback, tagging, and scoring of outputs to ensure consistency across the evaluation team.
- Escalating unclear cases and contributing to refining evaluation guidelines.
- Collaborating with Project Managers and Quality Leads to meet accuracy, reliability, and turnaround benchmarks.

PT Indonesia

April 11, 2025 – December 30, 2025

English Content Moderator (full-time)

- Reviewing and classifying the contents as community standard.
- Identifying and removing inappropriate content.
- Escalating sensitive or complex content issues to the support teams for further review.
- Keeping up-to-date with evolving content policies, platform guidelines, and legal regulations.
- Contributing to policy development.
- Maintaining Moderator KPI parameters such as Accuracy, Productivity, AHT, and UR.

Consulting and Learning Ecosystem

August 22, 2024 – January 14, 2025

Trainer (contract)

- Developing a package of training modules to match the objectives of the Program.
- Training teachers of several schools for 3 sections of offline classes in Nusa Tenggara Timur and 3 sections of online classes.
- Giving feedbacks to the teachers and making the report.

PT Indonesia

May 16 – June 16, 2024

Agent Contact Center (English Live Chat) (contract)

- Providing answers to questions and handling complaints from foreign customers via Live Chat in English.
- Providing resolutions for customer concerns.
- Making reports on customer complaints
- Conducting follow-up on customer complaints.
- Sending outbound email to customers that have contacted.
- Maintaining Contact Center KPI parameters such as CSAT, AHT, and FCR in order to stay within SLA.

PT. Bahasa

September, 2023 – June, 2024

Online Teacher (part-time)

- Teaching English online through Google Classroom and Google Meet using Google Slides.
- Submitting score data after the program is completed.

- Providing additional materials as required.

PT Digital

September, 2023 – May, 2024

Verifier (full-time)

- Verifying data with applicable requirements.
- Making daily reports of the data that has been checked completely.
- Recapping the data in monthly reports.
- Maintaining Vericator KPI parameters such as Accuracy, Productivity and AHT.

PT Teknologi

May – August, 2023

Quality Control (daily-worker)

- Being an admin and responsible for the quality control (QC) - inprocess division.
- Collaboratively working with warehouse division for the goods.
- Conducting briefings as well as preparing files and periodic checks on each running line.
- Collecting files filled out by QC officers on each line when the shift ended.
- Inputting data to the system using an admin account.

INTERNSHIP EXPERIENCE

SMK, where

December, 2022 – February 2023

Teacher

- Teaching English as an educational practice of an international student exchange program (UPSI & UNY).
- Making lesson plans to teach English.
- Writing a report of the program.

English Club, where

March – April, 2022

Director and Teacher

- Being the head of management to manage and plan the program.
- Making plans and presenting them to lecturers.
- Coordinating directly with lecturers, department heads, and deans for support.
- Being a teacher in the academic program to teach 4th grade English.
- Making lesson plans to teach English.
- Writing a report of the program.

EDUCATION

Bachelor degree of English Language Education, UNY

September 2019 – June 2023

- GPA: 3.89

Sains, Senior High School No. 2 Bengkulu City

2014 – 2017

- Scouts

SKILL

Skill:

- | | | |
|-----------------------------|----------------------------------|---|
| • Time management | • Translation and interpretation | • Technology |
| • Organizational management | • Teaching | • Operating a computer (MS Word, Powerpoint, & Excel) |
| • Relationship | • Administration | • Target oriented |
| • Teamworking | • Data verification | • Analytical and critical thinking |
| • Leadership | • Data collection | • Interpersonal |
| • Quality control | • Data entry | |

Portfolio: <https://bit.ly/xxxxx>

Language:

Indonesia (Active)

English

- EF SET (66/C1) - <https://cert.efset.org/xxxxxx>
- TOEFL Prediction (510) - <https://bit.ly/TOEFLxxxxxx>