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Summary

- AI operations and human-data delivery leader with a software engineering background. Builds expert workflows, quality controls, and the operating systems that support growing teams. At G2i, built onboarding, access, and cost-reporting systems for an engineering organization that grew from roughly 10 to more than 200 engineers. At Mercor, co-managed human-data delivery and designed work-sample screening and quality-based task allocation for a project that reached approximately 98% first-pass task acceptance, with minor edits tracked separately.

Leadership Experience

- **G2i** Aug 2025 - Mar 2026
  AI Operations Lead - Contract *Remote*
  - **Scalable Contributor Operations**: Built onboarding and offboarding workflows supporting growth from roughly 10 to more than 200 engineers; connected Deel contract and background-check steps with automated credential delivery and centralized access through Okta, partnering with IT/security on SSO, SAML, and SCIM implementation.
  - **Vendor Selection & Implementation**: Researched operational software and negotiated proposed terms with Okta, Cursor, and Slack; coordinated implementation with engineering and the CEO, with finance retaining final spending approval.
  - **Slack Enterprise Grid Migration**: Led a Slack Enterprise Grid migration for an established workspace with hundreds of users and more than 10 years of history. Rehearsed the migration with IT/security, coordinated global-team communications, and prepared recovery support for a small number of access issues.
  - **Time & Client Cost Reporting**: Configured Toggl Track across dozens of projects and hundreds of contributors, synchronized tracked hours to Deel, and worked with finance and the CEO on weekly client reporting by developer, team, platoon, project, and project phase.
  - **Human-Data Delivery**: Built and ran a human-data workflow that helped G2i secure a $2M reinforcement learning (RL) pilot. Created a GitHub-connected annotation app and Airtable task-claiming workflow to make large model traces usable for expert review; managed daily delivery, quality audits, task allocation, and staffing adjustments.
  - **Benchmark Verification**: Built the pipeline and ran human review for G2i's Multi-SWE-bench TypeScript verification study, covering 210 tasks and identifying an 87-task candidate verified subset through independent reviews, consensus checks, and senior quality checks.
- **Mercor** Nov 2024 - Apr 2025
  Operations Manager *Remote*
  - **Human-Data Program Operations**: Co-managed a human-data project with two operations peers and approximately 50-60 experts, coordinating daily with the client as requirements changed. The project captured web-navigation reasoning and screenshots against a client-defined rubric with approximately 12 quality indicators.
  - **Screening & Quality Controls**: Built work-sample screening and introduced a 90% task-approval threshold for higher task allowances. Contributed to a team result of approximately 98% first-pass client acceptance, with minor edits tracked separately, after roughly a week and a half of process changes. Throughput reached approximately 50-70 tasks per day.
  - **Client Requirements & Quality Review**: Translated client requirements into expert guidance, reviewed task quality internally before client review, and tracked critical rework separately from minor corrections to support expert-level feedback and delivery decisions.
  - **Expert Sourcing & Assessment**: Designed project-relevant AI interview questions and practical screening forms; reviewed recorded responses, searched the expert database, and used calls and email outreach to source specialists for aggressive delivery deadlines.
  - **Rapid Specialist Hiring**: Led a small team that hired 600 STEM experts across the United States and Canada in under a week. Challenged an initial three-day target, secured a one-week deadline, and coordinated daily sourcing and expert support across hard-to-fill specialties.
- **Mercor** Aug 2024 - Oct 2024
  QA Engineer - Contract *Leland, NC*
  - **LLM Evaluation & Progression**: Completed rubric-based LLM evaluation work, reviewed expert outputs, and identified model failure patterns and edge cases; progressed from project expert to reviewer and then into project operations.

- **Thatcher Technology Group** Mar 2023 - Dec 2023
  Front End Lead - Contract *Remote / Illinois, United States*
  - **Fortune 500 Delivery**: Led the front-end development lifecycle for a Fortune 500 client, delivering accessible, responsive web applications with UX and back-end teams.
- **Developer PRO** Oct 2022 - Mar 2023
  React Developer *Leland, NC*
  - **Modernization & Team Quality**: Led migration of legacy React codebases to containerized architectures, mentored junior developers, and standardized code review processes.
- **Apple Inc.** Nov 2019 - Jul 2021
  Specialist and Technical Advisor *Remote / Greensboro, NC*
  - **Customer Experience & Operations**: Provided customer-facing technical support and consultative sales, exceeded targets, and built workflow improvements adopted by the team.

Systems & Technical Skills

- **Operations:** Okta, Google Workspace, Slack Enterprise Grid, Deel, Toggl Track, Linear, Notion, Airtable, DailyBot, Cursor.
- **Engineering:** JavaScript, React, Python, GitHub, Cloudflare Workers; basic SQL.
- **Human data:** Human-data operations, reinforcement learning (RL), reinforcement learning from human feedback (RLHF), LLM evaluation, expert sourcing and screening, annotation workflows, task allocation, quality review, benchmark verification, SWE-bench and Multi-SWE-bench.