

# John Benedict L. Soledad

## Experience



### Data Labeling Analyst

Meta

Nov 2023 - Present

- Became a subject matter expert in labeling workflows and labeling guidelines, practiced labeling in-assigned queues to stay close to the workflow.
- Performed quality audits to provide labeling metrics and insights, support policy guideline updates, and recommended optimization opportunities across the labeling programs.
- Maintained relationships with vendor partners by helping vendors unblock obstacles by sharing data, escalating bugs, and tooling issues to correct engineering teams with the necessary documentation.
- Understood and helped incorporate changes shared by cross-functional partners to existing workflows, product features, and planned launches.



### Data Quality Analyst

Scale AI

Jun 2023 - Nov 2023 (6 months)

- Worked on various text annotation projects to train cutting-edge text-generating AI models, such as ChatGPT and Chatsonic, in code development.
- Performed AB testing on a series of code responses produced by a large language model to determine the more sufficient response.
- Edited and tested Python code which was written by an LLM within Google Colab to fix bugs, improve model response, and create graphs for data visualization.
- Completed a series of five very difficult programming projects within 24 hours and satisfied the company deadline to roll out a major Jasper Chat update on time.



### Software Engineer

eGain Corporation

Sep 2021 - Sep 2022 (1 year 1 month)

- Debugged eGain applications and software services to solve real-world problems for eGain services such as mail, chat, analytics, call tracking, etc.
- Read log files, and modified Java and Python-written application files that caused the bugs via Eclipse, tested new updates within a virtual machine to see if bugs have been resolved.
- Developed Java programs to connect to DB on MS SQL that would retrieve user data, edit/delete/modify said data via HTML/JSP forms, and update information on company databases based on changes made.
- Rolled out a series of major update patches for the client Norton and successfully convinced the canceling client to stay with the company, resulting in a 3% increase in interested potential partners.

## Education



### California State University, Stanislaus

Bachelor of Science, Computer Science

2018 - 2020

## Skills

Data Analysis • AB Testing • AI Solutions • Text-to-Image Generation • Red Teaming • Data Visualization • Code Review • Code Generation • Python • C++ • Java • MS SQL Server • RDBMS • Debugging • Log Analysis