Gabrielle Frances Latch

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PROFESSIONAL SUMMARY

An innovative, results-oriented Customer-Focused Technical Writing PROFESSIONAL with over 7 years of experience and accomplishments as a dedicated and skilled Technical Writer, Proofreader, Artificial Intelligence (AI) Writer, Content Editor/Developer and Data Entry Specialist in the Educational, Banking and Healthcare industries who meticulously:

- Developed formalized policies and procedures specific to the company's needs in accordance with the Chicago Manual of Style and the Associate Press (AP) Style guidelines.
- Performed technical writing, proofreading, editing of documentation to produce documentation for clients.
- Developed standard operating procedures (SOP), style guides, user manuals, training material, and PowerPoint presentations for instructional purposes on company's internal website.
- Used MS Office 365 Suite, Adobe Professional, Adobe Captivate, SnagIt and Visio, Microsoft Teams, SharePoint, and PowerPoint to perform daily writing responsibilities.
- Developed and edited formalized content and images for client websites to meet documentation needs.
- Maintained document control of content in company's repository for document retention purposes.
- Created, developed, and managed SharePoint and Microsoft Team websites to store company documentation during projects.
- Interacted with subject matter experts (SME) to create formalized content for business purposes.
- Assisted in the creation of websites for the purpose of entertainment and professional expertise to site users.
- Trained Language Learning Models (LLM) by creating human-generated responses for all AIs.
- Graded AI responses based on certain criteria and improved AI responses to teach them to reply more accurately.
- Wrote high-quality answers when given specific prompted and compared the performance of different AI models.
- Researched and fact-checked AI responses. Taught AI chatbots and trained state-of-the-art generative AI models.

- Performed extensive data entry and content editing with overall accuracy, speed, and attention to detail.
- Entered customer and account data from source documents within time limits
- Compiled, verified accuracy, and sorted information to prepare source data for computer entry.
- Reviewed data for deficiencies or errors, correcting any incompatibilities, and checking output.
- Processed customer account orders using data entry skills with over 11000+ keystrokes per hour (KPH) and typing at 60+ words per minute.
- Entered data from various sources into the company computer system for processing and management.
- Managed large amounts of sensitive or confidential customer information.
- Prepared and sorted documents for data entry requirements.
- Entered data into database software and checked information to ensure the accuracy of the data that has been inputted.
- Ensured that data entry skills are proficient and accurate to meet needs of the client.
- Processed customer and patient information into the hospital's Electronic Health Records (EHR) system in a timely fashion.
- Resolved discrepancies in information and obtained further information for incomplete documents.
- Responded to requests for information (RFI) from authorized team members.
- Entered customer and client-related data into the company's document repository system.
- Communicated credibility and confidence to internal clients and external customers in an educational Learning (training) environment.
- Met and exceeded company goals and customer objectives on a stringent deadline basis.

PROFESSIONAL EXPERIENCE

Various Short-Term Assignments
HireArt / ITC
September 2023 to Current
AI Writer / Content Peer Reviewer

Responsible for creating AI content by engaging with AI chatbots in order to measure their progress and draft novel responses to obtain diverse conversations over a range of topics (e.g., Economics, Law, Biology). Collaborated on diverse writing projects to train AI models and ranked AI-generated responses. Crafted short stories based on given topics and evaluated the factual accuracy of AI-generated text. Created high-quality answers when given specific prompted questions. Compared the performance of different AI models. Researched and fact-checked AI responses. Taught AI chatbots and trained state-of-the-art generative AI models to develop highly specialized AI documentation.

BenefitMall / Truist Insurance
September 2021 to September 2023
Content Editor for Benefit Support

Responsible for collaborating with various insurance companies and developing healthcare documentation. Worked with brokers and sales agents to ensure all content provided was completely accurate before SME submittal. Assigned and worked documentation cases accordingly, while meeting effective deadline dates. Created quick reference guides, standard operating procedures (SOP) and training material for company use. Coordinated with other teams as needed to request information to develop specialized content. Served as the only benefit renewal specialist and SME for all of Texas.

Randstad Staffing
November 2020 to August 2021 entry
Technical Writer / Proofreader

Responsible for preparing and sorting documents for data and proofreading purposes; entered data into client's database software and checking to ensure accuracy of the data inputted into the system. Developed quick training guides, quick reference material, procedures, and process flow diagrams for training purposes. Worked to resolve discrepancies in information with SMEs to ensure overall accuracy of documentation created. Effectively managed an extensive amount of sensitive and confidential information to protect the integrity of the client.

Empowering Students Tutoring Services
June 2012 – August 2020 *(seasonal/as-needed)*
Technical Writer / Teacher's Aide

Responsible for creating educational documentation for the company; created visual aids, tutorials, and presentations for eLearning and process improvement purposes. Created instructional process guides, reference material and visual interactive presentations; and stored them in the company's document repository for training purposes. Entered (keyed in) parent and student course and payment information into Excel spreadsheet for billing purposes. Performed extensive content editing, proofreading and data entry with overall accuracy, speed, and attention to detail. Reviewed overall data for deficiencies or errors and corrected any incompatibilities before publishing. Processed customer account orders using data entry skills with over 11000+ KPH and typing at 60+ words per minute.

Milestone Dental
April 2018 – October 2018
Data Entry Professional / Proofreader

Responsible for creating medical documentation that adhered to HIPAA protocols to keep sensitive information confidential. Entered patient information into Eaglesoft and Global Gateway software systems with accuracy and proficiency. Reviewed data for overall deficiencies. Monitored and scanned documents into the client's Explanation of Benefits (EOB) system of record.

Aprima IT Medical Software
September 2016 – July 2017
Triage Support Analyst / Writer

Responsible for creating substantial support cases and medical documentation for the Support Department based on requests from medical professionals. Created medical process documentation by entering pertinent support details into the company database for final resolution by second-level Support Analysts. Interacted with credibility and created countless cases for medical clientele using Salesforce. Managed all incoming support emails and requests for information (RFI). Created documentation and stored it into the company's software system for maintenance and tracking purposes in a stressful, fast-paced work environment.

Parkland Hospital
December 2015 – October 2016
Guest Services Medical Content Writer

Responsible for entering patient medical records and other medical documentation through the hospital's EHR with accuracy and attention to detail. Prepared and sorted documents for data entry. Entered data from various sources into the hospital's database for processing and management. Ensured that patient information remained private, and only the appropriate persons were given access. Managed a multi-line telephone system. Directed people throughout the hospital to the correct destinations.

Burleson House Tours
June 2013 – December 2015
Web Content Editor

Responsible for assisting the owner in the creation of all images and content for the company's website. Worked closely with a designated SME on an individual basis to capture the necessary details in order to formalize needed content and submit for initial review and approval, prior to publishing it on the company's website.

EDUCATION

Waxahachie High School 2014 (Completed)
The Art Institute of Pittsburgh (Online) 2016 – 2019
Major Media Arts and Emerging Technologies (In Progress)
Minor in Computer Science

COMPUTER SKILLS

Computer Skills: Adobe Acrobat, Illustrator, SharePoint, Prezi, Photoshop, Internet, Skype, Toon Boom Storyboard Team Foundation Server (TFS), Salesforce, Microsoft Office Suites: Teams, Outlook, Word, Excel, Access, Project, PowerPoint, The Chicago Manual of Style, and The Associated Press Stylebook.

COMMUNITY EXPERIENCE

Community Experience
September 2004 – May 2012

Responsible for working as Caregiver to elderly in the community; worked as Babysitter certified in CPR; worked as Host and Cashier in community church events; and worked diligently to protect the lives of infants, children, and the elderly on a volunteer basis.