

## **RAJ DUTT SHARMA**

Remote – United States (NYC / CT)

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### **PROFESSIONAL SUMMARY**

Detail-oriented analytical professional with experience spanning AI response evaluation, standardized assessment scoring, high-volume housing documentation review, regulated healthcare support, editorial operations, and independent business management.

Demonstrated 98% scoring reliability, strong policy interpretation skills, and consistent performance in compliance-driven environments. Experienced managing large datasets, complex documentation, and high-volume customer interactions across federal and state-regulated systems.

### **CORE COMPETENCIES**

- AI Response Evaluation and LLM Output Review
- Rubric-Based Scoring and Calibration
- Quality Assurance and Documentation Accuracy
- High-Volume Record and Case Review
- CMS, HIPAA, and HUD Compliance
- Policy Interpretation and Regulatory Research
- Analytical Writing and Editing
- Data Verification and Audit Support
- Process Adherence and Workflow Optimization
- Remote Collaboration and Independent Productivity

### **PROFESSIONAL EXPERIENCE**

#### **AI Writing Evaluator**

Outlier | Remote | Oct 2024 – Present

- Evaluate AI-generated responses for factual accuracy, reasoning quality, clarity, inclusivity, and policy compliance.
- Provide structured written feedback to improve model performance and output reliability.
- Identify hallucinations, logical inconsistencies, bias, and edge cases requiring human judgment.
- Apply standardized evaluation frameworks across diverse subject domains.

### **Remote Test Scorer**

Pearson | Remote | Mar 2024 – Present

- Evaluate open-ended written responses using standardized scoring rubrics and decision frameworks.
- Maintain approximately 98% scoring reliability across calibration reviews.
- Document scoring rationale clearly and consistently across large response datasets.
- Meet high daily production targets while maintaining strict rubric adherence.

### **Customer Experience Specialist**

Alorica (Client: Wellcare Health Plans) | Remote | August 2025 – January 2026

- Managed 60-80+ inbound calls daily supporting Wellcare Medicare, Medicaid, and Medicare Advantage members across all 50 states.
- Researched and explained eligibility, claims, billing, prior authorizations, and coverage determinations within CMS-regulated systems.
- Interpreted federal and state healthcare policies and translated complex plan information into clear, compliant explanations.
- Maintained strict HIPAA compliance while documenting detailed case notes in high-volume case management systems.
- Met or exceeded quality assurance, schedule adherence, and performance benchmarks.

### **Recertification Specialist – NYC Housing / HUD Compliance**

MetStaff | Brooklyn, NY | Dec 2022 – May 2024

- Processed and reviewed high volumes of housing recertification files tied to NYC HUD and affordable housing programs.
- Verified leases, income documentation, tax records, household composition, and eligibility compliance.
- Managed large physical and digital record sets including spreadsheets, audit files, mail, and faxes.
- Communicated with residents to resolve documentation discrepancies and ensure regulatory compliance.
- Supported NYS and HUD-related audits through detailed file review and data verification.

### **TurboTax Product Expert (Seasonal)**

Working Solutions / Intuit | Remote | Jan 2025 – Jul 2025

- Assisted customers via phone and chat using TurboTax software.
- Interpreted IRS guidelines regarding income, deductions, credits, and filing status.
- Handled sensitive financial data in secure, compliance-driven systems.

### **Copywriter & Content Editor**

Clarity Reiki | New York, NY | Mar 2019 – Mar 2025

- Wrote and edited website copy, newsletters, and long-form manuscripts.
- Transformed video and spoken material into structured written documentation.
- Managed communications and workflow coordination.

#### **Editorial Associate**

GoWaddle.com | NYC / Remote | Jan 2017 – Dec 2019

- Reviewed and formatted articles to meet editorial and quality standards.
- Collaborated with writers and founders to ensure clarity, structure, and brand alignment.
- Supported content operations in a startup environment under tight deadlines.

#### **Freelance Writer & Editor**

Remote | 2009 – Present

- Ghostwrote and edited long-form, blog, and creative content across multiple industries.
- Developed outlines, drafts, and revisions to client specifications.
- Managed independent client relationships and project timelines.

#### **EDUCATION**

Bachelor of Arts in English | University of Connecticut

Technical Marketing Accelerator | Startup Institute NYC

Creative Writing Studies | NYU School of Continuing Education