

RAHUL NAIK

QUALITY AUDITOR-AGI/LLM

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SUMMARY

As a passionate and detail-oriented Quality Auditor. I am eager to contribute my analytical skills and technical expertise to your dynamic team. With a strong foundation in data analysis techniques, I am excited about the opportunity to leverage data-driven insights to drive impactful decisions. I am committed to continuous learning and collaboration, and I look forward to helping your organization achieve its goals through innovative data solutions.

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- Graduated: July, 2018

Bachelor of Mechanical Engineering

Angadi Institute of Technology and Management

WORK EXPERIENCE

Quality Auditor

Amazon India

Nov 2025- Till date

- Responsible for ensuring high standards of data quality across AI training and development workflows through systematic audits, manual reviews, and validation of automated quality measurement systems. Identifies quality gaps, performs root cause analysis, and drives continuous improvement through structured feedback, calibration sessions, and corrective action plans.
- Actively reviews and evaluates work delivered by Data Associates, providing detailed quality insights, coaching, and compliance guidance to improve accuracy, consistency, and adherence to internal annotation standards. Supports deep-dive investigations, appeals, and escalations by conducting targeted audits and documenting findings with clarity and audit-ready precision.
- Owns customer and stakeholder communication on quality outcomes by preparing and sharing detailed quality reports, participating in customer connects, raising clarification flags on ambiguous requirements, and aligning expectations on quality benchmarks and delivery standards. Ensures quality deliverables meet agreed SLAs and customer expectations while proactively flagging risks and deviations.
- Collaborates closely with Quality Audit Managers, Operations, and Knowledge Management teams to refine annotation guidelines, strengthen audit frameworks, improve data delivery processes, and implement best practices. Maintains strict adherence to compliance requirements, documentation protocols, and audit governance, contributing to improved system stability, customer confidence, and overall audit effectiveness.

ML Data Associate II

Amazon India

Aug 2023 -Nov 2025

Led and executed advanced speech and text annotation, evaluation, and L1 audit quality checks for Alexa devices across multiple workflows. Contributed to data accuracy, actionable insights, and overall product improvement while ensuring adherence to quality standards. Managed end-to-end ownership of multiple high-impact workflows, supporting both operational efficiency and process excellence.

Key Responsibilities & Achievements

Multi-Process Workflow Ownership

- Contributed to 16+ Alexa+ and LLM (Nova) annotation processes, including HHO, Fire TV, Task Categorization, Task Categorization Metas, Speaker ID, Personalization Measurement, Sentimental Annotation, Smart Home Annotation and more
- Played a key role in the success of multiple pilot and ongoing projects, ensuring workflows met quality and timeliness targets.

- Acted as a primary point of contact for process-related clarifications and cross-functional coordination.

L1 Audit & Quality Checks

- Conducted L1 audit quality checks to validate annotation and evaluation outputs, ensuring data integrity and compliance with project guidelines.
- Provided feedback to associates on errors and process deviations, supporting continuous improvement in workflow quality.
- Maintained high accuracy and consistency metrics, contributing to reliable dataset creation for Alexa.

Leadership & Mentorship

- Assisted and guided new team members in understanding workflows, task requirements, and annotation best practices.
- Supported the team in meeting deadlines and maintaining quality, driving both efficiency and consistency.
- Coordinated with Knowledge Management and Leadership teams to clarify processes, update guidelines, and enhance workflow understanding.

Process Improvement & Collaboration

- Collaborated cross-functionally to identify gaps in workflows and implement process refinements.
- Generated actionable insights from workflow analysis, helping product and technical teams improve Alexa's performance.
- Demonstrated ownership, adaptability, and collaboration, contributing to both operational success and knowledge sharing across teams.

ML Data Associate I

Amazon India

Feb 2019- Aug 2023

Role Overview:

Performed speech-to-text transcription and evaluation processes for Alexa devices, focusing on multiple domains and supporting diverse language needs. Acted as a key member of the verification team and contributed editorial expertise for dynamic, human-like interactions.

Speech-to-Text Transcription

- Transcribed audio to text for Alexa, ensuring high accuracy in English, Kannada and Hindi languages.
- Maintained quality standards for language support, improving accessibility for regional users.

Goal Success Rate Evaluation

- Evaluated Goal Success Rate by analyzing Automated Speech Recognition (ASR), Natural Language Processing (NLP), and Entity Recognition performance.
- Assessed transcription and recognition accuracy across Alexa domains, including Shopping, Media, FireTV, and Communications.
- Created detailed reports analyzing failures of Alexa devices, focusing on the actionability of each device across various domains. Assessed and categorized device performance to identify key improvement areas, ensuring actionable insights for technical and product teams.

Verification Team Involvement

- Reviewed and validated associates' transcription and evaluation work to ensure consistency and reliability.
- Served as a liaison with the Knowledge Management team to clarify procedures and resolve ambiguities, enhancing overall project understanding and workflow.

Editorial Writing

- Crafted editorial, human-like responses for Alexa's personality features and live event scenarios, including elections and sports events.

SKILLS

- MS office
- MySQL
- Power BI
- Python
- HTML.CSS
- Agentic AI
- Data Analytics