

# Yao-Tien (Veronica) Tsui

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## Professional Summary

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A Dependable and Versatile professional with expertise in AI and search technology quality assurance. Skilled in meticulously evaluating AI-generated content for accuracy and safety, and assessing search results against complex user intent. This analytical focus is built upon a 10-year foundation in project management and high-level administrative support within major multinational and governmental organizations. This unique background provides a proven proficiency in business English and cross-functional communication with a track record of managing complex projects spanning across 10+ domestic and overseas subsidiaries from conception to completion within targeted deadline and budget parameters. Recognized for optimizing processes to enhance efficiency and scalability. Offering top-notch organizational and problem-solving abilities, attention to detail, ensuring delivery of high-quality and reliable digital and operational solutions.

## Work Experience

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*Data Annotator (Independent contractor)*  
*Centific global solutions*

*Sep 2024 - Present*  
*Remote, Taiwan*

- Assessed AI-generated outputs across diverse linguistic datasets for factual accuracy, safety, and contextual relevance, ensuring strict alignment with evolving project criteria.
- Executed systematic evaluations of AI outputs to safeguard dataset integrity and consistency, translating findings into actionable insights to enhance model coherence, accuracy, and overall performance.

*Search Quality Rater (Independent contractor)*  
*Welocalize*

*Jul 2024 - Present*  
*Remote, Taiwan*

- Analyzed search engine results against complex user intent, delivering detailed ratings and qualitative feedback to ensure strict adherence to quality standards for relevance, usability, and reliability.
- Employed independent research to verify the factual accuracy of search results and assess the credibility and trustworthiness of diverse web sources

*Headquarter Administrative Specialist*  
*Public Relation Division, CTCI Group*

*Apr 2021 - Oct 2023*  
*Taipei, Taiwan*

- Reduced legal expense by 95% and successfully completed 30+ US working visa applications for Treaty Traders & Investors (E-2) Visa for the contracted TSMC's plant construction in Arizona, including the President and department heads of CTCI Corp
- Maximized application efficiency and ensured eligibility by providing support on working visa requirements and regulations for over 10 countries, including the USA, Mexico, India, Thailand, Vietnam, Indonesia, Japan, Korea, China, and Turkey, coordinating with Group subsidiaries, Taiwan's MOFA, and foreign government associations on policies, documentation, and entry procedures for project-based inbound and outbound manpower mobilization
- Supported sales growth, client relationships, and stakeholder engagement for 10+ department heads by planning and seamlessly executing the Group Festive Gifting initiative for the 3 major Chinese Festivals (Lunar New Year, Dragon Boat Festival, and Moon Festival), distributing 600+ gifts per festival to 25 departments at the Group headquarters and 11 domestic subsidiaries, while managing gift sourcing, price negotiation, delivery scheduling, and logistics in line with tailored requirements
- Translated and meticulously proofread public notices for large-scale events and campaigns, including Group Sports Day, company policy updates, and departmental announcements, reaching 2500-3000 employees
- Enhanced employees' English proficiency and kept them updated weekly on industry trends by selecting and displaying 2 bilingual headlines from international media on construction, transportation technology, energy, AI, and automation, in the elevators of 2 buildings, reaching a total of 2000 employees at the headquarters and 500-1000 employees at the Taipei branch

*Inside Sales Administrator*  
*Congatec Asia Ltd.*

*Apr 2019 - Oct 2019*  
*New Taipei, Taiwan*

- Provided Inside Sales support for 6 Sales Representatives across USA, Germany, and Asia, managing order entry, price quotes, shipping documents creation, return and sample delivery, payment tracking, and customer database maintenance
- Single-handedly shipping-related tasks, processing up to 7-8 customs clearance documents within a daily time frame of 1 hour by carefully verifying details, including amounts and shipping dates
- Ensured accurate and timely international shipments by collaborating both internally with Sales, warehouse, and finance teams, and externally with freight forwarders

*Customer Service Specialist*  
*Governments and Institutions (GIS) Department, SGS Group*

*May 2018 - Oct 2018*  
*Taipei, Taiwan*

- Addressed up to 350 enquiries and requests from dealers, forwarders, and sub-contractors on a weekly basis for processing the mandatory documentation required for the efficient and lawful execution of export activities to Saudi Arabia
- Provided customers with services such as instruction, troubleshooting, and pre-shipment inspection (PSI) arrangement and evaluation, facilitating the efficient identification of effective solutions or alternatives through effective communication with SGS technical overseas headquarters
- Ensured compliance with current policies and departmental goal alignment by actively participating in monthly strategy meetings with domestic and overseas department heads, delivering services with quality, accuracy, and satisfaction

*Project Manager*  
*Chung-Hwa Correspondence School Program, National Open University*

*Mar 2014 - Apr 2015*  
*Taipei, Taiwan*

- Successfully recruited 150 compatriot school teachers from Africa, Europe, the Americas, and Australia within 5 months by effectively marketing and promoting the program through e-learning platforms, emails, and phones, while providing bilingual support, academic guidance, and course selection assistance
- Managed 144 online courses' curriculum with enrollments of 150 compatriot school teachers and assisted professors of NTU by handling the full spectrum of program duties, including hosting live orientation and closing ceremonies through webinars, distributing and collecting online surveys every 3 months, and creating reports on statistical results and important issues for submission to OCAC

*Officer of Department of Education (Contracted)*  
*Taipei City Government*

*Sep 2012 - Sep 2013*  
*Taipei, Taiwan*

- Executed the Taipei Youth Educational Loan program by facilitating the program's sponsor, Taipei Fubon Commercial Bank, to investigate and verify the qualifications of 800+ applicants approved annually
- Optimized and delivered the 2012 Taipei City Specially Excellence Teachers Award project in partnership and seamless collaboration with Taipei Municipal Nangang Vocational High School
- Handled 5+ public complaints and inquiries daily through the 1999 Citizen Hotline and the Mayor's Email-Box

*Product Marketing (E-Commerce)*  
*24 Hours Shopping Department, PChome Online Inc.*

*Mar 2011 - Jul 2012*  
*Taipei, Taiwan*

- Designed an average of 100 digital ads, banners, and posters for cosmetics products monthly from design to display using Photoshop, aligning with supervisors' expectations for slogans and price ranges
- Monitored and executed weekly displays of online promotional campaigns on the e-commerce platform, while managing backend operations

*Secretary of General Manager & Project Manager*  
*Chun-Shin Ltd.*

*Jan 2007- Feb 2010*  
*Taipei, Taiwan*

- Translated the 13-page technical product user guide for the GoPro 3D HERO System from English to Chinese, covering features and instructions for using the digital camera application

- Led weekly office meetings and developed inclusions covering important company policies and news, initiating with general updates on important company policies and industry news, followed by departmental updates
- Produced 20+ analysis reports of group test results per month for enterprises or public utilities, while managing the General Manager's agendas, providing reminders, and handling travel arrangements around Taiwan
- Boosted publicity and outreach to potential clients by distributing marketing materials and organizing events and exhibitions, including the 2008 Redesigned TOEIC press conference, The 2009 TESOL Annual Meeting in Taiwan and New Trends in English Teaching, the 19th International Symposium and Book Fair on English Teaching, and a 2-day exhibition and English teaching workshop, with up to 120+ guests and coverage in 3+ media outlets, collaborating internally with the marketing team and externally with universities

## Education

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*Bachelor of Arts: English Language*  
*University of Da-Yeh*

*Sep 2002 - Jun 2006*  
*Changhua, Taiwan*

- Selected as a journalist for E-LEAF Times of the English Language Department, covering biotechnology-related topics for 1 year, and publishing 1 article per semester digitally and in print, with 500 copies distributed

## Additional Information

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**Skills:** Executive Schedule Management, Administrative Support, Office and Document Management, Project Management (MS Project), Cross-Functional Coordination, Corporate Communications (Microsoft Office Suite), Public Relations, Statistical Analysis and Data Management (SPSS), Ad Design (Adobe Photoshop)

**Languages:** English (Advanced; TOEIC: 930/990), Mandarin (Native)