

ZULAY GABRIELA AGÜERO

LINGUISTIC QA | AI QUALITY ASSESSMENT | TRANSLATION & MTPE

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PROFESSIONAL PROFILE

Language professional with 20+ years of experience in translation, localization, editing, MTPE, and Linguistic Quality Assurance (LQA), with recent experience in quality assessment for AI training projects. Skilled in reviewing annotator work involving interactions with AI models across multiple formats, applying detailed guidelines and evaluation criteria to assess accuracy, completeness, consistency, and quality. Strong analytical, linguistic, and research skills, with extensive experience identifying and classifying errors and providing quality-focused assessments. Native Spanish speaker (Venezuela/Dominican Republic), fluent in English, and advanced in French.

CORE COMPETENCIES

AI Quality Assessment • Annotation Quality Assurance • AI Training Data Quality Review • Linguistic Quality Assurance (LQA) • Linguistic Error Analysis & Classification • Translation Quality Assessment • MTPE • Translation & Localization • Proofreading & Editing • Terminology Research • Spanish Localization (LATAM & US)

PROFESSIONAL EXPERIENCE

AI LINGUISTIC QUALITY ASSESSOR — ENGLISH–SPANISH

RWS | February 2026 – Present

- Perform quality assessment across AI training projects involving annotator interactions with AI models in multiple formats, applying detailed project-specific guidelines and evaluation criteria.
- Review annotator work for accuracy, completeness, consistency, and compliance with task requirements and quality standards.
- Assess the quality of annotator judgments and evaluations involving AI interactions, identifying unsupported assessments, inconsistencies, missed issues, and deviations from established criteria.
- Conduct second-level quality review of complex conversational AI tasks, evaluating whether annotator assessments are clear, well-supported, and guideline-compliant while remaining objective regarding their conclusions or model preferences.
- Apply nuanced linguistic, semantic, and contextual judgment to English–Spanish AI quality assessment tasks and adapt to diverse workflows and evolving project guidelines.

TRANSLATOR AND POST-EDITOR — ENGLISH–SPANISH (US)

Smartling | April 2020 – Present

- Translate, localize, and post-edit general and technical content across telecommunications, skincare, employment, fitness, engineering, healthcare, and wellness projects.
- Handle medical and healthcare content for U.S. telemedicine, telehealth, insurance, and virtual-care projects, performing terminology research to ensure accuracy and appropriate register.

TRANSLATOR AND POST-EDITOR — ENGLISH–SPANISH

RWS Moravia | September 2018 – December 2024

- Translated and post-edited e-commerce, digital marketing, SEO, analytics, help documentation, and legal content for an e-commerce platform client using Smartling.
- Performed Linguistic Quality Assurance (LQA) against client-defined standards, identifying and reporting errors, classifying them by type and severity, and providing overall linguistic quality assessments.

TRANSLATOR AND EDITOR — ENGLISH–SPANISH (INTERNATIONAL)

Shopify | December 2016 – May 2022

- Translated and localized platform UI, Help Center documentation, partner-program content, landing pages, product announcements, and blog content using Smartling.
- Reviewed and edited translations produced by third-party freelance translators; supported blog publishing with SEO best practices, basic HTML editing, and layout.

LANGUAGE CONTRACTOR

TechTrans Inc. | August 2015 – November 2016

- Reviewed and edited English-to-Spanish translations of general and technical documents covering information technology, military security, farming, cybersecurity, and internet content protection.

TRANSLATOR, PROOFREADER AND LANGUAGE CONSULTANT

Independent Projects

- Translated, proofread, and edited technical, legal, financial, medical, oil and gas, construction, academic, and corporate documentation.

BILINGUAL ASSISTANT AND TRANSLATOR

Total Oil and Gas Venezuela B.V. | Caracas, Venezuela | October 2009 – October 2010

- Translated English- and French-language technical reports, communications, and general content into Spanish and provided interpreting support for expatriate staff.

BILINGUAL ASSISTANT AND TRANSLATOR

Lafarge Venezuela | Caracas, Venezuela | March 2005 – April 2008

- Translated English- and French-language corporate, safety, technical, and general content into Spanish, including manuals, guidelines, alerts, presentations, and internal communications.

EDUCATION

BACHELOR IN TRANSLATION AND INTERPRETATION

School of Modern Languages, Universidad Central de Venezuela | 2005

LANGUAGES

Spanish (DO–VE): Native | English (American): Fluent | French: Advanced

LANGUAGE & QA TOOLS

Smartling • memoQ • Trados • Phrase/Memsource • Basic HTML • SEO

SELECTED PROFESSIONAL DEVELOPMENT

- Videogames Localization — Santiago de Miguel, 2020
- Medical Translation Certification Program — Universidad Metropolitana, Caracas, 2015
- Academic and Business Writing — University of California, Berkeley through edX, 2015
- English Grammar and Essay Writing — University of California, Berkeley through edX, 2015
- Diploma in Community Management — Universidad Iberoamericana, Santo Domingo, 2018