

Samantha Young

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Education

Atlantic Technical College
Web Development Certificate

Coconut Creek, FL
May 2025

Broward College
AA, Humanities

Coconut Creek, FL
June 2019

Experience

Outlier

Remote, FL

AI Writing Evaluator

May 2024 -January 2025

- Craft and refine prompts that help AI systems better understand human intent and context
- Review AI workflows to identify areas for improvement in content generation
- Conduct research and fact-checking to ensure AI outputs maintain high standards of accuracy
- Assess the factuality, relevance, and coherence of AI-generated content

South Florida PBS

Boynton Beach, FL

Digital Media Intern

May 2024 -August 2024

- Assist in managing and posting content, including videos and graphics, to South Florida PBS's digital platforms
- Collaborate with the team to curate engaging digital content that aligns with the organization's mission
- Brainstorm creative campaign ideas and contribute to content creation
- Develop engaging content for various social media platforms
- Support the marketing team during live and online events

Teleperformance

North Lauderdale, FL

Customer Service Representative

March 2015 - January 2022

- Assist customers with account management, troubleshooting, and technical support
- Document customer interactions and maintain detailed records of issues and resolutions
- Handle inbound and outbound customer calls, addressing inquiries, complaints, and providing solutions

Skills & Interests

Visual Design: Adobe Suite, Figma

Technical: HTML, CSS, Bootstrap, Python(basic knowledge)

Organizational: Microsoft Word, Powerpoint, Excel & Google slides