

RYAN

AI Quality and Human-Data Operations

hello@ryandesigns.dev | ryandesigns.dev | github.com/Gelas-Soldat | Remote, U.S. · open to relocation

PROFESSIONAL SUMMARY

Operations and AI quality professional with 13 years at American Express, split between consumer servicing and AI model operations inside Global Decision Science under Credit and Fraud Risk. Worked across multiple production AI models covering text classification, sentiment, entity extraction, and document computer vision, owning the annotation and quality lifecycle for the U.S. Chatbot, U.K. Chatbot, and Document AI end to end by 2025. Owned user stories, acceptance criteria, and JIRA tickets across bi-weekly Agile sprints with Data Science, Engineering, and Product, and helped build the rubrics, calibration protocols, and sampling plans that held QA scores above 90%. Builds AI-assisted analytics tools and dashboards with Claude as development partner, directing architecture, data design, and prompt logic.

CORE SKILLS

AI Quality and Annotation: Model output evaluation, annotation quality systems, rubric design, calibration protocols, sampling plans, acceptance criteria, inter-annotator agreement (Cohen's Kappa), QA scoring, bias and accuracy review, human-in-the-loop workflows, bounding-box and document annotation

Agile and Product Operations: User story ownership, acceptance criteria definition, end-to-end JIRA ticket management, Confluence documentation, sprint ceremonies, backlog contribution, cross-functional delivery coordination

Operations and Process: Root-cause analysis, SOP development, governance documentation, audit trails, process improvement, KPI tracking, performance reporting, training program design

Customer Experience: Chat-based servicing, first-contact resolution, triage and routing, billing, disputes, and account-management case handling, escalation judgment, SME coaching, regulated financial environment

AI Tools and Practice: Claude, ChatGPT, Grok Build (Grok 4.5), prompt engineering, agentic workflow design, MCP server development, open-weight models run locally (Qwen, Gemma), failure mode identification, Midjourney (since 2022), Suno, Lovable, Replit

Technical Tools: Excel (advanced), JIRA, Confluence, Label Studio Enterprise, Airtable, Google Sheets, PostgreSQL / Neon, GitHub, Netlify, Render, Unity, HTML, Python and SQL (developing through AI-assisted work)

PROFESSIONAL EXPERIENCE

AI Data Contractor (Independent)

07/2026 – Present

Contract engagement, client under NDA | Remote

- Ongoing 1099 contract work on AI training and evaluation data. Client, project, and task detail withheld under NDA.

Team Lead, AI Optimization and Human Data Operations

08/2019 – 10/2025

American Express | Credit and Fraud Risk (CFR), Global Decision Science | Official title: Senior Associate, Digital Product Ops

Agile and Product Operations

- Owned user stories, acceptance criteria, and JIRA tickets for the AI Optimization workstream across bi-weekly Agile sprints, authoring story descriptions, defining done criteria, and coordinating delivery with a co-lead across Data Science, Engineering, and Product.
- Contributed to sprint planning, refinement, and review sessions, and ran bi-weekly and monthly stakeholder sessions presenting delivery status and quality scores to cross-functional leadership.

AI Quality and Model Operations

- Helped build the annotation quality system alongside the team: rubrics, calibration protocols, sampling plans, and acceptance criteria that sustained inter-annotator agreement (Cohen's Kappa 61%+) and QA scores above 90%, supporting model performance gains of 2 to 10% per cycle.
- Worked across multiple production AI models spanning NLP text classification, sentiment, entity recognition, and document computer vision, owning the annotation and quality lifecycle for the U.S. Chatbot, U.K. Chatbot, and Document AI end to end by 2025. Data Science owned model code, build, and release.
- Annotated production data hands-on while leading and guiding the annotator team, reviewing outputs for accuracy, consistency, and bias, and feeding error patterns back to Data Science. Included bounding-box annotation of text, logos, and imagery on financial documents, plus fraud, credit, servicing, and sentiment labeling for chatbot and NLP training sets.
- Trained 15+ annotators to independent proficiency, improving data quality, onboarding speed, and team scalability.

Operations and Process

- Conducted root-cause analysis on quality and process breakdowns, implemented corrective actions, and tracked outcomes over following cycles.
- Built and maintained the SOPs, operational playbooks, governance documentation, and audit trails behind the annotation function.

Lead Customer Care Professional

05/2012 – 07/2019

American Express | Consumer Servicing

- First point of contact for Consumer, Small Business, and Corporate Card Members, working chat-primary with occasional phone coverage, resolving servicing inquiries directly and triaging or routing what needed specialist handling.
- Handled billing, disputes, fraud, and account-management case types, screening for compliance and risk concerns and documenting thoroughly through resolution.
- Served as Subject Matter Expert, training teams across both chat and phone, which improved decision consistency and shortened ramp time for new hires.
- Spotted a systemic fraud pattern across 50+ customer accounts, documented the findings, and escalated to senior management for investigation.

PERSONAL PROJECTS

All built with Claude as development partner: I direct the architecture, data design, and prompt logic, and Claude handles implementation. Case studies at ryandesigns.dev.

- **community-health-intelligence:** County-level public health intelligence platform built on CDC, Census, and USDA datasets, with SQL analytics, KPI modeling, and an interactive dashboard. Neon PostgreSQL, Netlify. Live at uscounty.health
- **outlook-job-tracker:** Flask app that classifies job-application email through a two-layer classifier (rule-based with a Claude Haiku fallback) on the Microsoft Graph API, with Azure OAuth/MSAL, a Render backend, a Netlify dashboard, and an MCP server for Claude Desktop.
- **browser-mcp:** Custom MCP server in Python 3.12 (MCP SDK, httpx, Playwright) exposing `fetch_url`, `screenshot_url`, and `scroll_and_fetch` tools to Claude Desktop.
- **toksignal-creator-analyzer:** TikTok creator analytics dashboard with CSV upload, scoring logic, and content insights. HTML and JavaScript.
- **hyperliquid-ai-perp-trader:** AI-assisted futures scanner for the Hyperliquid DEX with dynamic exits, risk controls, and paper and live modes. Python.
- **Gate Runner:** Android game built in Unity 6, currently in Google Play closed testing. I own the design, economy balancing, build pipeline, and store listing.

EDUCATION

Bachelor's Degree, General Studies

12/2008 – 12/2011

The Global Open University

ADDITIONAL INTERESTS

Blockchain and digital assets: Active user across Layer 1 and Layer 2 ecosystems, on Polygon since 2019. Hands-on with DeFi, CeFi, and wallet ecosystems, which gives me a practical read on how people actually use these products.