



Valéria Queiroz

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ABOUT ME

Detail-oriented professional with 5+ years of experience in operations, quality processes, and team coordination; transitioning into the technology sector with a focus on Data Annotation and Data Quality for AI systems.

Hands-on experience in annotating, validating, and improving text and voice datasets to support Machine Learning models and AI pipelines. Strong background in data quality analysis, KPI monitoring, and process improvement, ensuring accuracy, consistency, and scalability in high-volume environments.

Familiar with AI workflows, data labeling tools, and platforms such as Google Workspace, Salesforce, and SAP. Bringing an analytical mindset, attention to detail, and a structured approach to supporting reliable, high-performing machine learning systems.

EDUCATION AND TRAINING

29/01/2009 – 05/12/2013 Patos de Minas, Brazil

BACHELOR'S DEGREE IN CIVIL ENGINEERING UNIPAM - Centro Universitário De Patos De Minas

WORK EXPERIENCE

DATA QUALITY SPECIALIST – FREELANCER – 04/09/2025 – Current – LISBON, PORTUGAL

- Continuous practice in annotating, classifying, and validating text and voice data for AI systems.
- Development of skills in Data Quality, Data Analysis, and AI Workflows.
- Use of Google Sheets and other tools for data organization and validation.
- Currently improving French language skills for professional communication in multilingual environments.

DATA QUALITY SPECIALIST – TECH MAHINDRA – 23/01/2023 – 03/09/2025 – LISBON, PORTUGAL

- Annotated, classified, and validated voice and text data for AI model training and optimization, ensuring high quality and consistency of datasets.
- Promoted to Expert within three months, providing technical support to a team of 35, directly contributing to improved project quality and KPI achievement.
- Provided continuous feedback to the team, enhancing annotation quality and overall project performance.
- Prepared quality reports, identifying patterns and improvement opportunities to ensure consistent delivery to clients.
- Participated in internal quality audits across multiple projects, ensuring compliance with established standards.
- Daily use of internal data annotation tools and productivity tools such as Google Workspace for task management, analysis, and communication.

CALL CENTRE AGENT – INTELICIA – 13/01/2022 – 19/01/2023 – LISBON, PORTUGAL

- Delivered customer support via phone and email, providing clear, efficient, and solution-focused assistance.
- Promoted to team support role, assisting colleagues and collaborating with supervisors to monitor operations.
- Handled back-office tasks, including processing and recording requests in the system.
- Used CRM and ERP tools, including Salesforce and SAP, for process management and follow-up.

RESTAURANT MANAGER – MENOSUM RESTAURANTE – 10/04/2019 – 29/12/2021 – LISBON, PORTUGAL

- Promoted from Waitress to Supervisor, taking on team coordination responsibilities.
- Supervised daily operations, ensuring efficient and high-quality service.
- Responsible for hiring, training, and onboarding new staff.
- Managed inventory, cash closing, and reservation organization.

- Provided customer service in a fast-paced, multicultural environment, ensuring efficient service and a positive experience.
- Supported operations across different restaurant areas, demonstrating versatility and adaptability during high-demand periods.
- Managed stock organization, maintenance, and compliance with hygiene and quality standards.

- Developed architectural and civil engineering projects using AutoCAD, ensuring technical accuracy and compliance with regulations.
- Supervised on-site construction, ensuring deadlines, quality, and cost control.
- Implemented and monitored the Brazilian Quality and Productivity Program for Housing (PBQP-H), promoting process standardization and continuous improvement.

SKILLS

Data annotation | Data Quality Analysis | Performance Metrics & KPI Reporting | Google Workspace (docs, sheets, drive, etc.) | Salesforce CRM | Sap ERP | Analytical Thinking. | Precision and attention to detail

LANGUAGE SKILLS

Mother tongue(s): **PORTUGUESE**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
FRENCH	A2	A2	A2	A2	A2
SPANISH	B2	B2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user