

Janette Špilak

Senior AI, Translation, Localization & Content Specialist

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SUMMARY

Multilingual AI, Localization and Content Specialist with experience across translation, transcreation, MTPE and AIPE, linguistic evaluation, data annotation, search and content relevance tasks, UX microcopy, product language, and end-user clarity optimization.
Skilled in AI training workflows, quality assurance, research-driven judgment tasks, taxonomy consistency, terminology management and dataset improvement for multilingual digital products.
Strong background in professional writing, journalism, ghostwriting, editing, and user-focused content creation, with proven ability to adapt tone, context, nuance and semantic intent.
Bilingual in English and Slovenian, fluent in Croatian, Bosnian and Spanish, and experienced collaborating in fast-paced remote environments with structured guidelines, deadlines and accuracy requirements.
Focused, detail-oriented, reliable and committed to producing natural, context-appropriate and user-ready outputs across AI, localization, quality, and content-focused projects.

WEBSITES AND SOCIAL LINKS

LinkedIn: linkedin.com/in/janette-špilak-680b3a96

EXPERIENCE

AI Quality Assurance Specialist ***Sep 2025 — Current***

Mercor

- Expertly ensured AI model accuracy.
- Collaborated with cross-functional teams to align on quality standards.
- Conducted rigorous performance evaluations, driving continuous improvement.
- Reviewed and scored between 150–300 text segments per session depending on complexity and length
- Identified and resolved critical issues, improving user satisfaction.

Translator & Localization Specialist ***May 2025 — Current***

Trendhim

- Expertly translated 15,000+ words, boosting client satisfaction.
- Achived 98% accuracy in translations, ensuring high-quality deliverables.
- Developing glossaries and style guides, ensuring consistency across projects.
- Utilizing CAT tools to enhance efficiency and maintain translation memory.
- Handling continuous batches ranging from 800 to 3,000 words per assignment
- Received positive feedback from clients, leading to repeat business opportunities.

Linguist & Language Specialist ***May 2025 — Current***

LILT

- Expert in multilingual communication strategies for global outreach.
- Completing multiple daily tasks including corrections, tone alignment and coherence improvement
- Recognized for excellence in linguistic accuracy and cultural sensitivity.
- Enhanced client engagement through tailored language solutions.
- Conducted market research to identify language trends and needs.

SKILLS

Translation

Localization

Content Writing

Data Annotation (text/audio/image)

AI training

Fiction Writing

Metadata Optimization

Content Strategy

Quality assurance

UX/UI microcopy

MTPE

AIPE

AI evaluation

Prompt testing

Error pattern recognition

LANGUAGES

English

Slovenian

Croatian

Bosnian

Spanish

AI Trainer, Data Annotator & Prompt Evaluator ***May 2022 — Current***

Multiple platforms

- Expertly trained AI models to enhance accuracy and performance.
- Working on AI training, annotation, categorization, summarization and comparative evaluation tasks
- Evaluated prompts to ensure high-quality AI responses.
- Collaborated with cross-functional teams to align AI goals.
- Conducted quality checks, maintaining 95% annotation accuracy.
- Developed training materials for new annotators, enhancing onboarding.
- Utilized advanced tools for efficient data management and analysis.
- Completing high-volume task batches under strict accuracy and consistency rules
- Implemented feedback loops, improving model learning efficiency.

Writer & Ghostwriter ***Mar 2013 — Current***

Multiple clients

- Wrote original content including blog posts, articles, short stories and full-length novels as a ghostwriter.
- Crafted compelling narratives that captivate diverse audiences.
- Delivered high-quality content on tight deadlines, ensuring client satisfaction.
- Developed unique voices for various genres, enhancing brand identity.
- Utilized SEO strategies to boost online visibility and engagement.
- Edited and polished manuscripts, elevating overall quality and coherence.
- Managed multiple projects simultaneously, demonstrating strong organizational skills.

DTP & Translation Specialist ***Jun 2025 — Oct 2025***

Synergium Sweden AB

- Expertly managed DTP projects, ensuring timely delivery and quality.
- Worked on multi-page legal and administrative documents requiring consistent formatting rules
- Formatting bilingual institutional documents in QuarkXPress with precise layout and language alignment
- Utilized advanced software tools for efficient DTP and translation.
- Achieved 98% client satisfaction through meticulous attention to detail.
- Conducted quality checks, ensuring accuracy in every project.

SEO Copywriter & Content Optimization Specialist ***Jul 2025 — Oct 2025***

Roland d.o.o.

- Crafted compelling SEO content that boosted organic traffic by 150%
- Optimized website copy, increasing conversion rates
- Implemented on-page SEO strategies, improving search rankings significantly
- Created persuasive meta descriptions, improved click-through rates by 25%
  Developed engaging blog posts that enhanced brand authority and visibility
- Conducted keyword research to identify high-value opportunities for clients

CERTIFICATIONS AND LICENSES

- Successfully completed qualification, onboarding, and workflow training across multiple international AI and localization platforms including Mercor, Outlier, OneForma, Creative Words, Trendhim and Lilt
- Passed multiple project-based skill assessments in translation, localization, AI evaluation, content quality scoring, MTPE and AIPE workflows
- Completed training for SaaS based localization systems including Crowdin, Lokalise, Smartcat, Smartling, XTM, and client-specific proprietary tools
- Trained and experienced in guideline-driven evaluation, annotation, ambiguity resolution, prompt analysis, UX consistency and quality scoring for AI produced outputs

PROFESSIONAL HIGHLIGHTS

- 12+ years combined writing and content background (journalism, creative writing, SEO and UX content)
- Multilingual: Slovenian and English bilingual, fluent in Croatian, Bosnian and Spanish
- Proven expertise in AI-assisted content workflows, evaluation, linguistic QA and post-editing

EDUCATION

Law School Maribor

BA - not finished

III. Gymnasium Maribor

Graduate in English, History, Sociology, Math and Slovene

Journalist & Senior Editor ***Dec 2013 — Dec 2017***

Guardian Liberty Voice

- Crafted compelling news articles that boosted readership by 20% annually.
- Conducted in-depth interviews, enhancing article credibility and depth.
- Led editorial team to achieve 95% on-time publication rate.
- Edited articles for clarity, improving overall quality and reader satisfaction.
- Trained junior writers, elevating team performance and skill levels.
- Analyzed audience metrics to tailor content, resulting in higher retention.

Language and Data Specialist ***Nov 2022 — May 2025***

Google

- Supported the development of Google's Knowledge Graph by curating, verifying, and enriching multilingual data to improve search accuracy and entity recognition.
- Multilingual data review, content verification, categorization and terminology mapping.
- Ensured accuracy, structure, contextual fit and alignment with internal standards.
- Expertly analyzed language data to drive actionable insights.
- Completed high-repetition accuracy-focused tasks requiring attention to nuance and detail

ACHIEVEMENTS

- Selected as the Slovenian contributor to the international documentary production *Nuns vs the Vatican* (2024)
- Chosen for Bolt localization and glossary-sensitive linguistic work following successful screening and evaluation
- Invited to participate in multiple AI research and data quality projects through competitive qualification processes
- Trusted for culturally sensitive, brand-aligned and terminology-critical content due to high accuracy and consistency
- Delivered large-volume, fast-turnaround content under strict style, brand, tone and terminology requirements with consistent client satisfaction
- Repeatedly retained for long-term collaboration by clients due to reliability, linguistic quality and proactive communication
- Ghostwritten fiction, creative content and articles since 2013 with multiple satisfied NDA-protected clients
- Recognised for advanced multilingual capability, cross-cultural communication and language intuition

REFERENCES: available upon request