

Mario Athanasiou

AI Data Annotation • AI QA • Greek Language Specialist

East Attica, Greece | +30 694 907 1542 | venusxmercury@protonmail.com | linkedin.com/in/mario-athanasiou | github.com/onyxtide

PROFESSIONAL SUMMARY

Early-career AI data professional with hands-on experience in Greek-language annotation, transcription QA, PII labeling and auditing, and prompt-response quality review. Strong track record of following complex guidelines, producing consistent written rationales, and spotting quality, privacy, and workflow issues. Brings prior customer and technical support experience, which translates into careful communication, edge-case handling, and dependable execution in remote, process-driven teams.

CORE SKILLS

- AI data annotation and auditing
- Greek language QA and transcription review
- PII classification and privacy-aware data handling
- Prompt engineering support and output evaluation
- Structured feedback and guideline adherence
- Google Sheets, QA workflows, CRM systems
- Git, GitHub, Docker, Linux (Ubuntu)
- Python fundamentals; MATLAB (learning)

PROFESSIONAL EXPERIENCE

AI Response Evaluator / Annotator

Apr 2026 - Present

LILT | Freelance | Remote

- Evaluate pairs of AI-generated responses using structured multi-criteria frameworks covering safety, correctness, instruction adherence, formatting, and language quality.
- Provide detailed written rationales and preference rankings to inform model training and improve LLM output quality.
- Annotate and validate JSON-formatted AI outputs on SuperAnnotate, applying complex project guidelines to ensure consistency and accuracy across evaluation dimensions.

General AI Tutor / Prompt Engineering QA

Dec 2025 - Mar 2026

Mindrift | Freelance | Remote

- Review and refine AI-agent outputs before delivery, checking whether responses meet client instructions and formatting requirements.
- Build detailed Google Sheets lists matched to exact brand and product specifications.
- Collaborate with QA teammates on ground-truth datasets used to improve generative AI systems.

Greek Audio Transcription QA Specialist

Sep 2025 - Jan 2026

DatApp Technology | Contract | Remote

- Quality-checked Greek audio transcriptions for speech-to-text datasets against project guidelines.
- Verified timestamps, transcription quality, and speaker labels, and documented recurring ASR error patterns.
- Contributed feedback that supported guideline updates and workflow refinements.

Data Annotation Auditor & Specialist (Greek Language) - PII Data

Jun 2025 - Jan 2026

iMerit Technology | Contract | Remote

- Labeled personally identifiable information in Greek social media text across 70+ PII categories, then moved into auditing work.
- Reviewed annotator outputs for accuracy, consistency, and compliance with GDPR-aligned privacy frameworks.
- Distinguished between direct, strong indirect, and weak indirect identifiers while following secure data-handling procedures.

Customer Success Agent

Jul 2024 - May 2025

Plum | Full-time | Hybrid

- Served as the primary contact for complex customer issues on a fintech wealth-management platform, handling ISA transfers, mutual fund queries, pensions, and FCA/consumer-duty regulatory edge cases.
- Partnered with engineering to investigate and resolve technical bugs, cutting resolution times noticeably; became the go-to teammate for hard financial and compliance questions.

- Identified recurring user pain points and brought structured feedback to the product team, directly informing UI/UX improvements to the platform.

Technical Support Representative

Dec 2020 - Mar 2023

Movate (for Microsoft) | Seasonal | Remote

- Delivered 1:1 support across Windows, Xbox, and Microsoft Community with a 95% customer satisfaction rating across 2,000+ interactions.
- Contributed to a CRM data-cleaning and analysis project (Acorns) covering 50,000+ customer interactions, supporting data quality and reporting workflows.
- Designed response templates and documented solutions adopted company-wide, reducing handling times and building out the internal knowledge base used by 200+ agents.

Additional customer-facing experience

2019 - 2024

ICAP Group | H&M | JYSK

- Held retail, sales/marketing, and inbound support roles; responsibilities included running marketing campaigns, competitive research, visual merchandising, shift leadership, and bilingual customer service.

EDUCATION

Music School of Pallini | 2011 - 2017

Apolytirion (General Certificate of Secondary Education) - Music Performance | Grade: 16.8/20

Combined general secondary education with intensive study in music theory, piano, accordion, and vocal performance; training that strengthened discipline, pattern recognition, and structured practice.

SELECTED CERTIFICATIONS

- AI and Public Health - DeepLearning.AI (Coursera), 2025
- Foundations of Responsible AI - LinkedIn Learning, 2025
- GitHub Copilot Fundamentals: AI Paired Programming - Pluralsight, 2025
- Getting Started with Git 2 - Pluralsight, 2025
- Financial Analyst Certification - Worklearly, 2025
- Introduction to Teaching Greek as a Second/Foreign Language - University of the Aegean, 2020
- EF SET English Certificate 79/100 (C2 Proficient) - EF SET, 2026
- Certificate of Proficiency in English (ECPE) - University of Michigan, 2021; Certificate in Advanced English (CAE) - Cambridge English, 2021

ADDITIONAL INFORMATION

Languages: Greek (native), English (C2), Mandarin Chinese (learning), Spanish (learning)

Citizen science: Folding@home (1,392,762 points, 83 work units completed, Top 1M ranked donor) and Stall Catchers (brain blood flow analysis for Alzheimer's research); long-term interest in computational biology, neuroscience, and open science

Volunteer work: Volunteer Staff - Translation & Refugee Support, Ukrainian Aid Center in Greece (Mar 2022 - Jun 2022)