

Liberty Lena Watts

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LLWatts@Liberty.edu

Authorized to work in the US for any employer | Willing to relocate

EDUCATION

Liberty University — Chesterfield, SC Expected May 2029

Bachelor of Science — Digital Design: Media Design

Northeastern Technical College — Cheraw, SC Jan 2021 – Aug 2021

Certification in Nursing Assistant | Certification in Phlebotomy

McLeod Health Orientation — Florence, SC September 2021

Medical Surgical Technician Certificate

Palmetto Learning Center — Chesterfield, SC Jan 2018 – Mar 2018

General Educational Development (GED)

EXPERIENCE

Freelance AI Specialist & Transcriptionist November 2025 – Present

Scale AI | Outlier | Appen | Liveops | Alignerr | Shaip | Prolific | Luel — Remote

- Complete AI training tasks including data labeling, annotation, and content evaluation across multiple enterprise platforms
- Transcribe and review audio and written content with a high degree of accuracy and attention to detail
- Evaluate AI-generated outputs for quality, accuracy, tone, and alignment with task guidelines
- Create original written and multimedia content to support large language model (LLM) training
- Manage multiple simultaneous freelance contracts, consistently meeting platform quality benchmarks

Customer Service Representative February 2022 – August 2022

ResultsCX — Chesterfield, SC

- Handled inbound customer calls, resolving issues and providing accurate information in a fast-paced call center environment
- Maintained a professional and positive tone while navigating difficult customer situations
- Utilized CRM and Workday systems to log interactions and follow up on open cases

Medical Surgical Technician September 2021 – February 2022

McLeod Health — Florence, SC

- Assisted medical staff with surgical prep, patient monitoring, and post-procedure care
- Recorded and maintained accurate patient charts, vital signs, and medical records
- Demonstrated strong attention to safety protocols and standard operating procedures in a clinical setting

CERTIFICATIONS & LICENSES

- Nursing Assistant Certificate — August 2021 – Present
- Medical Surgical Technician Certificate — September 2021 – Present
- Phlebotomy Certificate — May 2021 – Present
- BLS Certification — Active
- CPR / AED Certified — April 2021
- Google UX Design: Foundations of User Experience (UX) Design — Coursera / Google, May 2026
- Google UX Design: Start the UX Design Process: Empathize, Define, and Ideate — Coursera / Google, May 2026
- Google UX Design: Build Wireframes and Low-Fidelity Prototypes — Coursera / Google, May 2026

SKILLS

- Design & Creative: Adobe Creative Cloud (Photoshop, Illustrator), Canva, Figma, CapCut, Procreate
- Productivity: Microsoft Word, Excel, PowerPoint | Google Docs, Sheets, Slides, Drive
- Project Management: Notion, Craft, ClickUp | Workday
- AI & Data: Data annotation, content evaluation, prompt review, transcription, quality assurance
- Healthcare: Phlebotomy, vital signs, patient care, medical records, medical terminology, charting
- Customer Service: Cash handling, POS systems, CRM, cold calling, telemarketing, sales
- Technical: Windows, Mac OS, iOS, Microsoft Office Suite, basic computer operations
- Soft Skills: Detail-oriented, dependable, self-organized, team player, strong communicator, adaptable, fast learner