

OLABIYI ABIMBOLA COMFORT

Abeokuta, Ogun, Nigeria | 0812 286 9486 | abimbolaolabiyi2@gmail.com | [LinkedIn](#)

PROFESSIONAL SUMMARY

Detail-oriented Data Annotator with proven experience delivering high-quality labeled datasets for AI and machine learning models. Demonstrated excellence in accuracy, efficiency, and consistency across large-scale annotation projects, including META AI-related datasets. Strong background in quality assurance, customer experience, and analytical thinking, with a track record of meeting tight deadlines while maintaining high annotation standards. Seeking to contribute to AI-driven organizations that value precision, reliability, and continuous improvement.

CORE SKILLS

- Data Annotation & Labeling | Quality Assurance | Accuracy & Consistency
- Simple Review Tool (SRT) | Zendesk | Microsoft Excel
- Text, Image & Video Annotation | Video Highlighting
- Analytical Thinking | Attention to Detail | Time Management
- Clear Communication | Problem Solving | Team Collaboration

PROFESSIONAL EXPERIENCE

HUGO TECH — Remote

Data Annotator | 2024 – Present

Key Contributions & Achievements

- Consistently maintained 90%+ annotation quality across multiple projects from March 2024 to present.
- Recognised as Best Annotator for December 2024 and February 2025 based on accuracy, speed, and adherence to guidelines.
- Annotated and reviewed 1,000+ data points within 4 days on a high-priority project while maintaining quality benchmarks.
- Collaborated with a cross-functional annotation team on META AI-related projects, contributing to datasets used for training and improving AI models.

- Worked extensively on video highlight annotation projects, including multiple sub-projects focused on identifying, tagging, and categorizing key moments with precision.
- Followed strict annotation guidelines and feedback loops, ensuring consistency across datasets and reducing rework rates.

HUGO TECH — Remote

Customer Experience Agent | 2023 – 2024

Key Contributions & Achievements

- Resolved complex customer issues efficiently, leading to a 15% reduction in escalations.
- Applied analytical and problem-solving skills to improve customer workflows and response quality.
- Contributed to a 5% increase in customer retention by delivering customer-focused support and timely resolutions.
- Utilized Zendesk tools to manage tickets, track performance metrics, and maintain service quality.

DAYSPRING MODEL COLLEGE — Lagos

Mathematics Teacher | 2022 – 2023

Key Contributions & Achievements

- Designed and led remedial Mathematics classes for over 15 students with learning gaps.
- Introduced creative and simplified teaching methods that improved student engagement and comprehension.
- Achieved 80%+ pass rate among tutored students in the Basic Education Certificate Examination (BECE).

SELECTED PROJECTS & ACHIEVEMENTS

- Contributed to AI training datasets through large-scale annotation projects, including META AI initiatives.
- Played a key role in video-based annotation projects involving highlight detection and categorization across multiple sub-projects.
- Implemented customer experience best practices, resulting in a 10% increase in customer satisfaction (2024).
- Coordinated and managed a community tutorial centre for over 20 students during the COVID-19 lockdown.
- Co-led a university research team in developing Date Powder Sweetener as an alternative food product.

EDUCATION & CERTIFICATIONS

Bachelor of Science (B.Sc.) – Food Science and Technology

Federal University of Agriculture, Abeokuta, Ogun State | 2021

Certifications

- EF SET English Test – Professional & Conversational Proficiency | 2025
- Zendesk Support for Agents (On-Demand) | 2024
- Zendesk Talk for Agents (On-Demand) | 2024
- CX Management Certification – Hugo Tech | 2023
- Competence-Based Standard First Aid Course – Nigerian Red Cross Society | 2023

REFERENCES

Available on request.