

GANESH MUNGARWADI

Senior Team Leader | AI & Language Quality Specialist

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PROFESSIONAL PROFILE

Operations leader and multilingual AI quality professional with experience in insurance claims evaluation, team development, and guideline-based review. Senior Team Leader at Coforge since October 2021, leading 30+ associates, with 3+ years of freelance language work spanning translation, linguistic QA, AI content evaluation, transcription, and annotation. Focused on accuracy, meaning preservation, clear feedback, and consistent delivery.

CORE EXPERTISE

Leadership & operations: Team management, quality monitoring, SLA adherence, coaching, training, escalations, process improvement, and performance reporting.

AI & language quality: Translation, localization, proofreading, linguistic QA, AI/LLM evaluation, RLHF, data annotation, transcription review, and audio/TTS QA.

PROFESSIONAL EXPERIENCE

Senior Team Leader - Insurance Operations

Coforge BPS Pvt. Ltd. | Kolhapur | October 2021 - Present

- Lead 30+ associates and coordinate daily claims-evaluation operations, quality performance, productivity, service-level commitments, and reporting.
- Identify recurring errors and performance gaps; provide structured coaching, training, certification support, and process refreshers.
- Manage client communication, escalations, SOP/SOW implementation, and corrective and preventive actions.
- Track daily, weekly, and monthly quality trends and align team priorities with deadlines and delivery requirements.

AI & Multilingual Language Specialist

Freelance / Project-based | Remote | 3+ years in language work

- Translate, review, and validate multilingual content for meaning, tone, natural phrasing, terminology consistency, and cultural appropriateness.
- Evaluate AI-generated responses for relevance, factual consistency, fluency, and instruction adherence; provide specific quality feedback.
- Perform data annotation, text classification, translation acceptability review, visual question answering, and OCR/text validation.
- Review transcription and speech outputs for pronunciation, completeness, numbers, pacing, and faithfulness; flag unclear or insufficient inputs.

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Language expertise, evaluation practice & qualifications

LANGUAGE PROFICIENCY

Marathi	Native / Full professional
Hindi	Full professional
English	Professional working
Spanish	Translation / Working proficiency

LANGUAGE PAIRS

English to Hindi | English to Marathi | Marathi to English
English to Spanish | Hindi to Spanish | Spanish to Hindi

QUALITY & EVALUATION PRACTICE

- Compare source and target text for meaning, tone, completeness, cultural context, grammar, spelling, and natural language flow.
- Check names, numbers, terminology, formatting, and instruction following against detailed project rubrics.
- Review image and text inputs carefully; prepare concise evidence-based answers and flag corrupted, incomplete, or ambiguous material.
- Classify errors and provide structured feedback, while maintaining guideline compliance and consistency across high-volume tasks.

DOMAINS & PROJECT WORK

Insurance operations and claims evaluation; business and corporate communication; marketing and advertising; culture, tourism, and lifestyle; food and culinary content; general web/app content; AI-generated text; audio, transcription, and speech quality.

TOOLS & QUALIFICATIONS

Tools: Microsoft Excel and Microsoft Office.

Bachelor of Arts - Political Science

Completed 2002

Advanced Diploma in Computer Applications

WORK PREFERENCE

Remote freelance and contract opportunities in translation, localization, linguistic QA, AI evaluation, data annotation, transcription, quality review, and data training. Flexible, project-based availability.