

John Steven Wilson

AI EVALUATOR | CONTENT REVIEWER |
CX SPECIALIST | GOOGLE AI CERTIFIED



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SUMMARY

Creative technologist and AI evaluator with 25+ years of customer-facing experience and 15+ years of shift-level leadership. Certified in Google AI Essentials and Generative AI Leader, with hands-on experience evaluating AI outputs, refining tone and clarity, and following complex guidelines with consistency. Blending systems thinking, UX fundamentals, and creative problem-solving to support AI evaluation, content review, and digital product teams.

EDUCATION

Coursera: Google Project Mgmt (In Progress) · Generative AI Leader · AI Essentials | 2025–2026
DesignLab: UX Foundations | 2025
Cicerone: Certified Beer Server | 2021

SKILLS

- Prompt Engineering
- AI Output Evaluation
- Data Annotation
- Pattern Recognition
- Guideline Adherence
- Edge Case Identification
- Systems Thinking
- Quality Assurance

WORK EXPERIENCE

AI Content Evaluator

Self-Directed / Freelance | 2023 – Present

- Evaluated AI-generated content for clarity, coherence, tone, and guideline adherence
- Identified edge cases and failure modes — applied pattern recognition to flag outputs that missed user intent

Shift Manager

Free Range Brewing | 2024 – Present

- Manage multi-location operations independently, maintaining quality and compliance standards
- Apply real-time judgment to policy edge cases, compliance issues, and customer escalations
- Execute systematic procedures with consistent accuracy across high-volume shifts

Shift Manager

Resident Culture Brewing | 2017–2024

- Led taproom operations for 6+ years with consistent process adherence and quality control
- Performed QC checks across multi-step brewing procedures — grain, dry hopping, packaging, CIP
- Trained staff on compliance standards, technical workflows, and systematic documentation

Lead Operations

Wolfgang Puck Catering / Live Nation | 2012–2017

- Coordinated operations across 3 high-capacity concert venues (750–4,500 cap.)
- Responded quickly to event challenges during peak crowds
- Taught staff structured methods for smooth event flow