



Karen Chou

Fashion AI Moderation Expert

Customer-centric consistent Top Performer & AI Moderation Expert with 3+ years' experience in ML & Gen AI capability advancement. 7+ years' experience in fast-paced retail & e-commerce environments.

CONTACT

Bellevue, WA
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ACHIEVEMENTS

Top Performer:
Amazon, Nordstrom

Honors Distinction:
University of Washington
2015

SKILLS & ABILITIES

Fashion

Product Development
Assortment Planning
Trend Research
Data Analysis
Brand Marketing

Tools

CLO
Adobe Photoshop
Adobe Illustrator
Adobe InDesign
Microsoft Office Suite

Soft Skills

Customer Service
Proactive & Systematic
Planner
Detailed & Goal-Oriented
Collaborative Team Player
Self-Motivated

Languages

English
Bilingual Proficiency

Mandarin Chinese
Native Proficiency

WORK EXPERIENCE

AI Moderation Expert, Fashion & Fitness - VAR

Amazon

2021 - 2025 (Remote)

- **Top Performer:** Reached an average percentage of 142% productivity goal for three consecutive years and delivered high-quality annotations across 41+ unique workflows for a range of data clients
- Executed Virtual Try On, Choose Your Model, View in 3D workflows to enhance customer experience and increased engagement, contributing to two public launches in 2024 on mShop
- Analyzed and validated ML and Gen AI outputs (images, text, videos) for accuracy and relevancy against project guidelines, advancing AI capabilities
- Rapidly mastered new SOPs while adapting to evolving guidelines and re-prioritizing long-term & ad-hoc projects in response to changing business needs
- Worked individually and in teams to meet daily, weekly, and monthly goals
- Identified and propose efficiency and quality improvements for tools and project guidelines, enhancing annotation processes

Shop Owner

PomPomChou

2020 - Present (Bellevue, WA)

- Managed end-to-end e-commerce operations, including selection, pricing, and inventory for 300+ listings
- Maintained exceptional customer satisfaction with 100% five-star rating across 205 reviews
- Analyzed market trends and customer preferences to optimize inventory and pricing strategies
- Planned, coordinated, and sold at six market events in Greater Seattle and Vancouver, BC

Young Contemporary Sales Associate

Nordstrom

2018 - 2020 (Seattle, WA)

- Recognized as Top Seller status within eight months of hire for two consecutive years (2018, 2019)
- Exceeded volume and sales targets by 259% and 203% by leveraging product knowledge across 200+ brands and 10+ categories
- Collaborated with teams to optimize customer experience and boost satisfaction

EDUCATION

MFA, Fashion Product Development

Academy of Art University, Expected graduation: 2025

- Trend Forecasting, Market Research, Product Design, Assortment Planning, Sourcing, Visual Merchandising, Strategic Branding

BA, Interdisciplinary Visual Arts and English Creative Writing

University of Washington, 2015

- Interdisciplinary Visual Arts Honors distinction, Mary Ferguson Art School Scholarship recipient