

Mark van Hoppe, BSc
+81 070-8943-6797 | markvanhoppe@gmail.com
[LinkedIn](#)

WORK EXPERIENCE

Apple 05 2022 - 03 2025 *AI/ML Annotation Analyst, Cork, Ireland*

- Content QA & Editing: Reviewed AI-generated prompts, UI text, and subtitles for healthcare and STEM projects, ensuring technical accuracy and correct terminology.
- Proofreading: Maintained linguistic precision across British and American English for clinical and scientific content, correcting spelling, grammar, and idiomatic usage.
- Mission-Critical Evaluations: Selected for high-priority LLM healthcare tasks-validating dialogue, clinical annotations, and patient-facing content for accuracy.
- Defect Tracking: Documented and tracked text rendering issues and context misalignments in Quip, Wrike, and JIRA; collaborated with engineering to confirm fixes.
- Mentorship & Process Improvement: Trained 10+ analysts on QA standards and localization best practices.

Peloton Interactive 02 2022 - 04 2022 *Member Support Associate, Cork, Ireland*

- Technical Troubleshooting for Health-Related Devices: Provided premium support for members using fitness and health-monitoring equipment, resolving device and account issues.
- Content Escalation & Documentation: Collaborated with global teams and third-party vendors to diagnose and escalate multimedia content issues.

ST France 09 2021 - 10 2021 *International Laboratory Technician, Roulans, France*

- Laboratory Documentation & Compliance: Operated specialized equipment under strict SOPs in a clinical-lab-style environment; meticulously documented procedural deviations and corrective actions, ensuring 100% data integrity.
- Technical Writing & Record Keeping: Generated detailed, step-by-step procedural records-experience that informs precise proofreading of laboratory protocols, and documentation.

TELUS International Ireland 10 2020 - 08 2021 *Operations CSR II, Cork, Ireland*

- Customer Support for Fintech Clinical Clients: Supported financial-technology applications for clients.
- Cross-Functional Communication: Selected for a specialized "Applications" team to provide high-level technical guidance to premium customers.

EDUCATION

University College Cork

Cork, Ireland — Honours Bachelor of Science (BSc) in Chemistry

SKILLS

- On-Camera & Voice: Comfortable in front of camera and microphone; clear diction and strong stage presence from past workshop experiences (university events, internal Apple presentations).
- Bilingual Communication: Native English; professional working proficiency in European English standards - quick learner of Japanese (currently studying JLPT N4).
- Proofreading & Editing: Reviewed scientific manuscripts, clinical protocols, and AI-generated healthcare content
- Technical Aptitude: Proficient with Quip, Wrike, JIRA, Microsoft Office Suite (Word, Excel, PowerPoint), Keynote, and Miro
- Collaboration & Adaptability: Worked cross-functionally with engineers, project managers, and subject-matter experts

HOBBIES & INTERESTS & OTHER RELEVANT ACTIVITIES

I am an active participant in many volunteering opportunities offered by Apple during my tenure.