

KENNETHADULA

Virtual Assistant | Data Annotator

- Cavite, Philippines
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Administrative, Customer Support, and Data Operations professional with experience in customer inquiries, data entry, and documentation in process-driven roles. Detail-oriented and guideline-focused, currently working as a contract Data Annotator supporting AI/LLM tasks with emphasis on quality, accuracy, and confidentiality.

WORK EXPERIENCE

Data Annotator (AI / LLM) | Confidential Client (via vendor)

Feb 2026 - Present

Remote • Annotate and review text-based data to support AI/LLM training and evaluation.

- Apply project guidelines to ensure consistent labeling, relevance, and accuracy.

- Perform quality checks and flag unclear or edge-case items for review.

- Maintain strict confidentiality while working with sensitive content.

Virtual Assistant / CSR / Lead Generator | AC Medics HVAC & Plumbing Company

Aug 2024 - Jul 2025

Phoenix, AZ (Remote)

- Conducted outbound cold calls to generate leads and connect with homeowners and local businesses.
- Managed email correspondence, scheduled appointments, and coordinated meetings to support daily operations.
- Handled inquiries and complaints across channels and ensured timely, documented resolution.

Account Manager / Customer Service Representative | Linkserve Solutions Inc.

May 2023 - Nov 2023

Philippines

- Resolved customer inquiries via phone while maintaining a professional, customer-first tone.
- Recorded customer interactions and resolutions to improve service consistency and follow-up.
- Performed outbound calls for lead generation and relationship management.

DataEntryClerk | JoseA.Blanco, P.A.

Jan 2026

Miami, FL

- Processed and encoded case information into tracking sheets with high attention to detail.
- Cross-checked entries to ensure accuracy and prevent duplicates.
- Standardized data fields for clean reporting and easy review.

SKILLS

Core

- Admin support
- Customer service (chat/email/phone)
- Outbound calling & lead gen
- Data entry & cleanup

Tools / AI

- CRM updates & notes
- Guideline adherence & QC
- Google Sheets / Excel
- MS Office
- Canva
- AI/LLM data annotation

EDUCATION

Benedicto College — Information Technology (2014)

TRAINING