

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

AIDataAnnotation – Task Readiness (Passed) | Innodata / ICAP (2026)