

Philip Oniare

IT Support Specialist | AI Data Annotator | LLM AI Trainer | Computer Science & Computing Professional

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PROFESSIONAL PROFILE

Motivated computer science, IT support, and AI data professional with academic training in IT and Computing and practical experience supporting technical troubleshooting, user assistance, system documentation, data annotation, and LLM response evaluation. Skilled in reviewing technical information, checking data quality, applying structured guidelines, resolving basic user issues, and communicating clearly with both technical and non-technical users.

Experienced in remote AI training workflows, response review, prompt evaluation, content quality checking, and structured data tasks. Strong foundation in computing concepts, business technology, basic programming logic, spreadsheets, documentation, and problem-solving. Known for careful reading, attention to detail, confidentiality, time management, and ability to work independently in fast-moving digital environments.

Degree holder in IT and Computing from Austin Community College in Texas, with academic preparation in computer systems, information technology, data handling, networking fundamentals, technical communication, and introductory programming. Interested in roles where IT support, AI systems, data quality, and business technology come together to improve digital operations and user experience.

CORE SKILLS

IT Support: basic troubleshooting, user support, ticket documentation, device setup, account support, issue escalation
Documentation: technical notes, written feedback, task summaries, clear professional communication, guideline reporting

AI Evaluation: LLM response rating, prompt evaluation, instruction-following review, model response comparison
Data Quality: data verification, error identification, completeness checks, structured data review, quality assurance

Computer Systems: operating systems, software installation support, hardware awareness, basic network troubleshooting
Remote Work: independent task completion, time management, confidentiality, adaptability, consistent quality

TECHNICAL SKILLS

- **Operating systems:** Windows support, basic macOS awareness, browser troubleshooting, user account assistance, device setup support.
- **Productivity tools:** Microsoft Word, Microsoft Excel, Google Docs, Google Sheets, Outlook, Gmail, online collaboration tools.
- **Data tools:** spreadsheet sorting, filtering, basic formulas, data entry, structured review, simple reporting, quality checks.
- **Programming and computing basics:** introductory Python concepts, basic SQL awareness, logical reasoning, file organization, database concepts.
- **AI and annotation platforms:** DataAnnotation, Remotasks, AI training dashboards, response evaluation tools, annotation interfaces.
- **Quality assurance:** rubric application, guideline compliance, response comparison, issue tracking, error documentation, accuracy verification.

PROFESSIONAL EXPERIENCE

IT Support Assistant | Best Buy Co., Inc.

Minneapolis, Minnesota, United States June 2021 – December 2022

- Supported customers and internal team members with basic technology questions, device setup guidance, software-related issues, and troubleshooting steps.
- Assisted with reviewing and documenting technical issues clearly so problems could be tracked, escalated, or resolved correctly.
- Helped users with common computer and mobile-device support needs, including account access, application use, connectivity questions, and setup procedures.
- Maintained accurate service notes and customer interaction details to support follow-up, accountability, and consistent service quality.
- Worked with team members to identify recurring technical problems and recommend practical next steps for resolution.
- Handled customer information carefully and followed privacy expectations when working with accounts, devices, and service records.
- Developed practical experience in customer-facing IT support, documentation, problem-solving, and professional communication in a U.S. business environment.

AI Data Annotator | DataAnnotation

Remote Contract, United States January 2023 – Present

- Complete AI data annotation and text review tasks designed to improve model accuracy, usefulness, and response quality.
- Evaluate AI-generated responses for correctness, clarity, relevance, grammar, tone, completeness, and instruction-following.
- Compare multiple model responses and select the stronger answer based on project guidelines, user intent, and quality standards.
- Identify common AI output problems, including unsupported claims, missed instructions, vague wording, poor formatting, and incomplete reasoning.
- Work on tasks involving technology, business writing, general knowledge, summarization, classification, data review, and practical user support.
- Write concise feedback explaining why a response is strong, weak, misleading, incomplete, or not aligned with instructions.
- Maintain consistency and accuracy while completing remote tasks independently under detailed project requirements.

LLM AI Trainer | Remotasks

Remote Contract, United States March 2024 – Present

- Train and evaluate large language model responses by reviewing prompts, model outputs, task instructions, and rating rubrics.
- Rate AI responses based on helpfulness, factual accuracy, reasoning quality, clarity, completeness, and directness to the user request.
- Rewrite or improve model responses to make them more accurate, natural, organized, and professionally useful.
- Review whether AI answers follow required format, tone, structure, restrictions, examples, and content expectations.
- Analyze model errors and provide practical feedback to support improved model behavior and better training data quality.
- Apply project rubrics consistently across different task types, including writing, coding-adjacent reasoning, data review, and technology support content.
- Strengthen practical experience in AI quality assurance, prompt review, response evaluation, and remote digital work.

SELECTED IT, DATA, AND AI PROJECTS

Technical Support and Documentation

- Documented user issues clearly by describing the problem, attempted steps, likely cause, and recommended next action.
- Assisted with common technology problems involving software use, account access, device setup, connectivity, and application navigation.
- Used clear communication to explain technical steps in a simple way for non-technical users.
- Supported organized issue tracking by keeping service notes accurate and complete.

AI Response Quality Review

- Reviewed AI-generated answers to determine whether they were accurate, relevant, complete, and easy to understand.
- Checked whether responses actually answered the user request instead of giving broad, unrelated, or incomplete information.
- Compared competing model responses and selected the stronger answer using structured quality guidelines.
- Flagged outputs that included hallucinated details, weak reasoning, missed constraints, or unclear explanations.

Prompt Evaluation and Instruction-Following Review

- Analyzed prompts carefully before judging whether AI responses followed all required instructions.
- Checked requested format, tone, examples, restrictions, scope, and length expectations when evaluating outputs.
- Identified cases where a response answered only part of the prompt or ignored important details.
- Applied consistent judgment when prompts were detailed, multi-step, or required careful reasoning.

Data Annotation and Text Classification

- Labeled and categorized text-based data according to written project instructions and annotation standards.
- Reviewed content for meaning, intent, category fit, clarity, and alignment with project requirements.
- Checked annotation quality before submission to reduce mistakes and improve dataset reliability.
- Maintained consistency when reviewing repeated examples, similar categories, and borderline cases.

EDUCATION

Degree in IT and Computing | Austin Community College

Austin, Texas, United States August 2018 – May 2021

Completed academic training focused on information technology, computing fundamentals, business technology, technical communication, data handling, and introductory programming.

- **Relevant areas:** information technology fundamentals, computer systems, networking basics, database concepts, business technology, and technical communication.
- **Applied skills:** spreadsheet analysis, data organization, basic troubleshooting, clear documentation, introductory programming logic, and simple reporting.
- **Career alignment:** IT support, data quality review, AI evaluation, LLM training, technical documentation, and junior technology support roles.

ADDITIONAL SKILLS

- Strong ability to read detailed instructions and apply them accurately in repeated task environments.
- Comfortable reviewing long written responses, technical content, structured data, and user-facing support information.
- Able to identify missing, vague, incorrect, unsupported, or poorly organized information.
- Able to write short, clear, professional explanations for ratings, decisions, and technical notes.
- Comfortable using spreadsheets to organize, compare, filter, and check structured task information.
- Able to adapt quickly to updated guidelines, new platforms, different rating systems, and changing task formats.
- Focused on accuracy, consistency, confidentiality, and careful documentation in remote work settings.

PROFESSIONAL STRENGTHS

Attention to Detail

Carefully reviews written content, technical notes, AI responses, labels, and structured data to identify missed instructions, inconsistencies, and errors.

Analytical Thinking

Compares information by checking accuracy, relevance, completeness, organization, and alignment with user intent.

Remote Work Readiness

Comfortable completing independent task-based work that requires focus, time management, careful reading, and reliable submission quality.

Clear Written Communication

Writes simple, professional explanations that make technical issues, evaluation decisions, and quality concerns easy to understand.

Quality-Focused Work Style

Understands the importance of consistency when applying rubrics, reviewing data, documenting issues, and supporting digital workflows.

Adaptability

Able to adjust quickly to new guidelines, updated project instructions, different platforms, and varied technology or AI task types.

CAREER INTERESTS

Mohamed is interested in building a career in computer science, IT support, AI evaluation, data annotation, data quality, and junior technology operations. He is especially focused on roles where he can support users, review technical information, improve AI systems, check data quality, and help organizations maintain accurate digital workflows.

He is also interested in developing stronger technical skills in Excel, SQL, Python, help desk support, system documentation, structured reporting, and practical data analysis. His long-term goal is to grow into a reliable IT and data quality professional who can support technology users, accurate datasets, and better AI model performance.

TARGET ROLES

IT Support Assistant | Help Desk Support Specialist | Technical Support Representative | Computer Support Technician | AI Data Annotator | LLM AI Trainer | AI Response Evaluator | Data Quality Reviewer | Junior Data Analyst | Remote Data Annotation Contributor | Junior IT Support Analyst | Technical Documentation Assistant

LANGUAGES

English | Somali | Swahili

REFERENCES

Available upon request.