

Kezia Grace West

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OBJECTIVE

Currently seeking opportunities in **technical implementation**, **AI training**, and **multilingual systems integration** where I can build impactful tools for diverse users.

EDUCATION

University of Texas at Arlington

Bachelor of Arts in Linguistics with a Minor in Computer Science

Senior status; research interests include second language acquisition, NLP, phonetics/phonology, and immersive language learning.

Arlington, Texas, USA

Expected December 2026

Certified Odoo ERP Functional Consultant

02/2025 – 02/2028

KEY SKILLS & SYSTEMS

HTML | XML | CSS | JavaScript | React | Python | Node.js | JSX | JSON | Git | RESTful APIs | Stripe API Integration | Endpoint Testing | Bootstrap | Responsive Design | Odoo ERP | MRI SAP | Yardi SAP | LoopNet | Microsoft Excel | Jira | LMS Setup | Real Estate Accounting | Peoplesoft | Lease Auditing | Lease Management | Website Integration | Data Migration | SQL | DNS Transfers | SSL Setup | Debugging | Accessibility Audits (ADA) | UI/UX Testing | Performance Optimization | Web Hosting | Domain Management | Neural Networks (Basic) | Naive Bayes | Model Training (Raw Data Collection) | Bilingual Communication (English/Spanish) | Multicultural Competence | Helpdesk Documentation | Training Delivery | Stakeholder Communication | Intercultural Collaboration | Reading the Room | Empathy-Driven Instruction | Cross-Functional Teaming | Client Relationship Management

PROFESSIONAL EXPERIENCE

ERP Implementation Consultant

11/2024 – 04/2025

Kirton Consulting Group (Contractor) | Murphy, TX

Led full-cycle ERP deployment for education and tutoring clients, including system migration, web integration, and user onboarding using Odoo. Delivered technical configuration, automation, and multilingual training across multiple client sites.

- Migrated 10,000+ student records and scheduling data from legacy systems into Odoo ERP
- Integrated websites with ERP modules (CRM, scheduling, billing) using REST APIs and custom domain settings
- Configured role-based dashboards and custom LMS workflows to improve backend usability
- Delivered bilingual technical training and helpdesk documentation focused on accessibility and long-term adoption
- Automated client workflows, notifications, and data sync across systems to reduce manual effort

KEY RESULTS

- Completed 3 full implementations ahead of schedule with zero major post-launch issues
- Reduced admin delays by 30% through real-time automations and optimized workflows
- Improved cross-team coordination and client-parent communication with centralized tools

AI Linguistics & Coding Trainer (Multilingual NLP & Logic)

05/2023 – 11/2024

Scale AI (Contractor) | Remote

Contributed to the training and evaluation of large language models (LLMs) through multilingual, code-driven tasks across English, Spanish, and Traditional Chinese. Combined linguistic expertise with applied programming knowledge to improve model performance, alignment, and reliability in production environments.

- Trained generative AI models using Python, C++, and JavaScript-based tasks structured as multilingual prompts
- Developed and evaluated programming logic challenges, ranking outputs based on syntactic, functional, and semantic accuracy
- Conducted linguistic QA of AI-generated code and text across three languages, identifying errors in grammar, logic, and tone
- Authored cultural and domain-specific prompts to guide model behavior and reduce hallucinations
- Supported localization and prompt tuning to ensure regional language fidelity and consistent model behavior
- Measured semantic drift and translation quality across parallel output sets using task-based performance metrics

KEY RESULTS

- Contributed to scalable prompt libraries used to refine multilingual model reasoning and response logic
- Improved model performance on logic-based tasks involving multilingual arrays, conditionals, and function generation
- Helped standardize multilingual QA practices and reinforced safety evaluation frameworks for high-variance outputs

Learning Systems Designer

10/2022 – 05/2023

NinetyFive ARTS, LLC | Dallas, TX

Designed and prototyped a bilingual, simulation-based learning platform focused on language accessibility, adult learning, and real-time user feedback. Applied game engine logic, phonetics, and NLP to create scalable modules for ESL and workforce readiness.

- Built a simulation-ready LMS prototype using custom blueprints and interactive UI logic
- Designed bilingual learning paths with visual storytelling, adaptive feedback, and pronunciation scaffolding (IPA)
- Integrated early NLP elements to simulate learner interaction and automate content progression

- Developed modular training content aligned with adult learning theory and multilingual accessibility

KEY RESULTS

- Delivered a working proof-of-concept that earned recognition in NSF review sessions
- Framework adapted for ESL and adult job-readiness programs
- Demonstrated feasibility of immersive, language-accessible training for underserved learners

SELECTED PROJECTS

- **Ignite Fellow, Teach for America (Fall 2025):** Selected for Fall 2025 Ignite Fellowship to provide academic support to K–12 students in underserved communities. Focus on culturally responsive learning, student engagement, and virtual equity-based instruction.
- **Front-End Developer, Global Career Accelerator (UTA, Summer 2025):** Built responsive web apps using HTML, CSS, JavaScript, and AI-enhanced workflows. Led a prototyping project for **charity:water** focused on accessibility and user-centered design.
- **Chinese Localization Project (Summer 2024):** Translated and culturally adapted editorial content for bilingual publication, ensuring tone, clarity, and regional accuracy.
- **Volunteer Translator – Food Matters / North Texas Food Bank (2023):** Interpreted live bilingual conversations to support nutrition education and food access for Spanish-speaking families.
- **CRM Implementation – Class AAA LEED High-Rise (2019):** Deployed CRM software for 800+ commercial tenants; managed onboarding and user support to ensure long-term adoption.
- **QA Game Tester – ZeniMax / I.D. Software (2019):** Performed pre-launch gameplay testing for AAA titles; documented bugs and verified fixes during multiple build cycles.