Kezia G. West

+1 (347) 480-0114 | kgracewest@gmail.com | Dallas, TX
github.com/KGwest | www.linkedin.com/in/kgwest

PROFESSIONAL SUMMARY

Bilingual Linguistics undergraduate with 5+ years of experience across **immersive learning systems, multilingual training**, and **inclusive educational design**. Skilled in **ERP deployment**, **LMS architecture**, and **game-engine simulations** that merge language accessibility with emerging technologies. Passionate about **expanding communication equity** through **tech-enabled learning tools**, language training platforms, and scalable onboarding systems. Currently pursuing a **Computer Science minor** and building a portfolio of AI-powered web applications through the UTA Global Career Accelerator. Selected for the Fall 2025 **Teach for America Ignite Fellowship** to support equitable virtual learning for K–12 students nationwide.

EDUCATION

University of Texas at Arlington	*Arlington, Texas, USA*
Bachelor of Arts in Linguistics with a Minor in Computer Science	***Expected December 2026***
Senior status; research interests include second language acquisition, NLP, phonetics/phonology, and immersive language learning.	

Certified Odoo ERP Functional Consultant	*02/2025 – 02/2028*

KEY SKILLS & SYSTEMS

Customer Service & Administrative Tools
Bilingual Communication (English/Spanish) – Expert
Client Communication & Relationship Management – Expert
Newsletter & Stakeholder-Facing Writing – Proficient
Microsoft Office Suite –Proficient
RFI/RFP Writing – Adept
KPI Dashboards – Adept
Helpdesk/Support Documentation – Proficient
Training Delivery (bilingual and technical) – Expert

Instructional Systems & Learning Tools
LMS Administration (Odoo, custom builds) – Expert
Curriculum Development – Proficient

Training Delivery (bilingual and technical) – Expert

ERP & Enterprise Software
Odoo ERP Implementation (CRM, Scheduling, Websites, Data Migration) – Expert
System Integration (REST APIs, Webhooks, CNAME, Domain Transfers) – Proficient
Web Hosting & DNS Configuration – Proficient
SAP, NetSuite, PeopleSoft – Familiar

Programming & Digital Tools
HTML, CSS, JavaScript, React, Python – Adept
RESTful APIs & Endpoint Testing – Proficient
Bootstrap & Responsive Design Principles – Proficient
Git, Debugging, & Dev Console Tools – Proficient
SQL, Java, Ruby on Rails – Familiar

Game Engine Logic / Sim Design – Adept
Domain Management (CNAME, DNS, Transfers) – Proficient
Web Hosting Setup & SSL Certificate Integration – Adept
UI/UX Prototyping & Accessibility Testing – Proficient

Language & Linguistics
Phonetics, Phonology, IPA – Proficient
Syntax & Semantics – Adept
NLP – Familiar
SLA Theory – Proficient
Mandarin & Korean (B1) – Adept
AAC Awareness – Familiar

Data & Operational Efficiency
Data Migration & Cleaning – Expert
Workflow Automation – Proficient

PROFESSIONAL EXPERIENCE

ERP Implementation Consultant	*11/2024 – 04/2025*

Kirton Consulting Group | Murphy, TX

Education and tutoring clients required full ERP adoption, including data migration from legacy systems, website integration, and staff onboarding using Odoo.

Owned end-to-end ERP deployment across multiple client sites—executing platform setup, data migration, and team enablement while improving operational flow.
- Directed full-cycle Odoo implementations for academic service providers and tutoring firms
  - o Migrated 10,000+ student records, schedules, and service histories from outdated systems into Odoo
  - o Rebuilt and integrated client websites to function within the new ERP ecosystem
  - o Delivered role-specific training via a custom LMS architecture, enhancing backend process clarity
  - o Launched bilingual and accessibility-focused training programs tailored for education centers serving diverse communities

NOTABLE OUTCOMES
- Completed 3 ERP implementations ahead of schedule, allowing clients to centralize operations
- Reduced admin delays by 30% through real-time automation and restructured workflows
- Modernized operations, eliminated legacy redundancies, and improved communication between staff, tutors, and parents

AI Linguistics & Coding Trainer (Multilingual NLP & Logic)	*05/2023 – 11/2024*

Outlier AI | Remote (Contractor)
Outlier AI partnered with global innovators to improve large language models (LLMs) through multilingual training in logic, syntax, and reasoning. Worked as a subject matter expert training generative AI models across multiple projects in U.S. Spanish, Traditional Chinese, and English.

Trained LLMs to reason, translate, and code across diverse syntactic structures and languages. Applied linguistic theory, translation principles, and programming logic to improve model fluency, cultural adaptation, and coding performance.

- Trained AI models in Python, C++, and JavaScript logic using multilingual prompts (EN, ES, ZH)
  - Crafted and evaluated programming tasks to test algorithmic understanding across languages
  - Assessed AI-generated code in Traditional Chinese for style, syntax, and computational accuracy
  - Authored and ranked linguistic prompts and short narratives in U.S. Spanish for tone, factuality, and fluency
  - Provided cultural and grammatical feedback to reduce AI hallucinations in multilingual contexts
  - Supported localization efforts to align AI responses with regional and linguistic norms
  - Evaluated semantic drift and content fidelity across parallel responses in three languages

NOTABLE OUTCOMES
- Contributed to multilingual prompt libraries used in scaling generative coding tools
- Improved AI performance on bilingual and trilingual logic-based tasks (e.g., function matching, array construction)
- Helped establish training standards for AI interaction in U.S. Spanish and Traditional Chinese
- Reinforced best practices in multilingual AI instruction and LLM safety evaluation

Learning Systems Manager / Principal Investigator   *10/2022 – 05/2023*
NinetyFive ARTS, LLC | Dallas, TX

NinetyFive ARTS aimed to develop a bilingual, simulation-based language learning platform that fused adult learning theory with immersive technology to serve multilingual and underserved populations.

As Principal Investigator, I directed learning architecture design, authored an NSF grant proposal, and built a prototype that applied core concepts from phonetics, natural language processing (NLP), and user-centered design.

- Built a simulation-ready LMS prototype using game engine logic, digital blueprinting, and real-time feedback systems
  - Applied adult learning theory to structure learner choice, contextual scaffolding, and progression through goal-oriented tasks
  - Embedded IPA-based pronunciation pathways to improve speech clarity and support phonemic awareness
  - Implemented NLP elements to simulate natural dialogue and adaptive lesson flow based on learner input
  - Designed bilingual modules leveraging visual storytelling to improve retention and eliminate rote memorization
  - Authored a full NSF proposal that framed the platform as a scalable model for equity-centered, neuro-linguistic learning

NOTABLE OUTCOMES
- Successfully presented the platform to NSF reviewers, earning recognition for cross-disciplinary innovation and social impact
- Created a modular training framework now used in ESL, adult job-readiness, and language onboarding programs
- Positioned NinetyFive ARTS as a leader in immersive education design at the intersection of gamification, linguistics, and accessibility

HIGHLIGHTED PROJECTS – EDUCATION, TRAINING & ACCESSIBILITY

- **Game Tester – ZeniMax / I.D. Software (2019)**: Participated in pre-launch QA and gameplay testing for AAA titles; logged bugs and verified fixes across multiple build cycles.
- **CRM Implementation for Class AAA LEED Building (2019):** Delivered enterprise-level CRM implementation for 800 tenants in a Class AAA LEED high-rise; streamlined onboarding, training, and support for long-term system adoption.
- **Volunteer Translator – Food Matters / North Texas Food Bank (2023):** Interpreted live conversations for Spanish and English-speaking families in the Food Matters nutrition education program, ensuring clear communication and food access equity.
- **Chinese Localization Project (Summer 2024):** Translated and culturally adapted Chinese magazine content for bilingual publication, ensuring linguistic accuracy and contextual clarity.
- **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.
- **Global Career Accelerator – UTA (Summer 2025):** Selected for a competitive, credit-bearing internship focused on real-world web development. Built front-end web apps using HTML, CSS, JavaScript, and AI-enhanced workflows. Completed certifications in AI-powered JavaScript, UI/UX design, and intercultural communication. Led a prototyping and game design project for the global nonprofit **charity:water**, applying responsive design, accessibility, and user-centered practices to build a functional web experience.