JAYPEE C. CONSUELO

AI OPERATIONS ASSISTANT
AI TRAINER AND WRITING EVALUATOR

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As a dedicated and detail-oriented AI Operations Assistant, I bring over 3 years of experience supporting data-driven workflows and automation for business efficiency. My background in managing AI-integrated systems, optimizing automation pipelines, and supporting technical operations has sharpened my analytical mindset and precision. I am skilled at identifying workflow bottlenecks, streamlining processes using AI tools, and implementing quality control measures across data pipelines. I am committed to leveraging AI technologies and operational strategies to drive continuous improvement and deliver high-impact support to executive leadership and cross-functional teams.

SKILLS

- Beginner skills in Programming languages (Java, MySQL DB, Java Script, HTML, CSS, NodeJS, Python)
- Advanced skills in ADOBE Programs (InDesign, Photoshop, Premiere, Lightroom)
- Microsoft Office (Word, Excel, PowerPoint, Publisher)
- Troubleshoot server, network, email, and endpoint security issues.
- Customer Service Excellence: Consistently achieving a 95% satisfaction rate and being recognized as the top global support specialist for 14 months, showcasing exceptional customer service and problem-solving abilities.
- Strong ability to diagnose and resolve complex technical issues quickly and efficiently, optimizing system functionality.
- Network Setup and Cabling: Installing and configuring network hardware, such as routers and network cards.
- Fast learner, can work with grace under pressure, responsible and committed in every action.

WORK EXPERIENCES

INSURANCE SUPPORT SERVICES INTERNATIONAL CORPORATION (MARCH 2025 - PRESENT)

AI OPERATIONS ASSISTANT

- Automated Data Scraping & Inventory Aggregation, designed and deployed scalable web scraping workflows using Apify and n8n to extract over 50,000 boat listings from dealer websites. Standardized the data into a consistent schema for internal use and SEO content generation.
- Implemented multi-agent automation in n8n to handle classification, data cleaning, summarization, and content enhancement minimizing token usage and reducing load on individual workflows, improving reliability and speed.
- Generated structured monthly performance and operations reports using AI-generated summaries, helping the CEO track scraping volume, system efficiency, and content growth across dealer networks.
- Led AI Experimentation & Prototyping Initiatives. Tested and benchmarked different AI models (e.g., GPT-4, Claude, DeepSeek) for suitability in MarineSource workflows. Helped select the most efficient models for production use.
- Built Modular AI Prompt Systems. Created reusable AI prompts for categorization, summarization, and metadata generation that adapt across multiple workflows reducing prompt drift and boosting consistency.
- Resolved Workflow Failures Proactively with Self-Healing Logic. Implemented fallback strategies and retries for key nodes (Google Sheets, OpenAI, Pinecone) so that workflows could recover from temporary outages or token issues without full failure.

OUTLIER.AI (OCTOBER 20, 2024 - MARCH 2025) Remote Project based

AI trainer and Writing Evaluator

- Used RLHF method (Reinforcement Learning with Human Feedback) to help AI systems improve by learning from automated processes and human input.
- Played a pivotal role to a certain project in improving AI's ability to learn from real interactions, resulting in more accurate, human-like, and contextually relevant responses.
- Designed and tested conversational scenarios to train AI systems for improved adaptability and relevance.
- Used RLHF method (Reinforcement Learning with Human Feedback) to help AI systems improve by learning from automated processes and human input.
- Authored realistic prompts to simulate real-world scenarios and enhance AI learning.

PARTNERHERO PHILIPPINES (JUNE 15, 2022 - MARCH 10, 2025)

Senior Technical Support Specialist II (Promethean) WFH setup

- Delivered technical support to over 5,000 end-users annually, resolving issues related to interactive whiteboards, displays, windows and mac hardware and software issues with a 95% satisfaction rate.
- Used Salesforce to log technical issues, track progress, and facilitate communication between support teams and end-users.
- Recognized as the top global support specialist for 14 months in the past two years, demonstrating exceptional problem-solving skills and customer service excellence.
- Conducted installation, configuration, and troubleshooting of Promethean hardware and software, leveraging engineering knowledge to optimize performance and resolve complex technical issues. Troubleshoot server, network, email, and endpoint security issues.
- Diagnosed and resolved technical issues, including connectivity problems and software bugs, leading to a 30% improvement in average resolution time.
- Collaborated with engineering and product development teams to provide feedback and recommendations, contributing to the successful rollout of three major software updates.
- Mentored and trained new support team members, sharing expertise and best practices to elevate team performance and cohesion.

KMC Solutions (Catch.com.au)   **August 2021-June 15, 2022**

Customer Service Specialist (E-commerce)

- Delivered timely, accurate, and professional customer service to clients of one of Australia's largest online marketplaces, Catch.com.au.
- Assisted customers with expediting orders, addressing post-sale issues, and resolving complaints, ensuring a seamless shopping experience.
- Utilized advanced tools to manage customer accounts, review transactions, and provide effective solutions through phone, email, chat, and mobile chat.
- Monitored, audited, and tracked the quality metrics of assigned processes to ensure compliance with company standards and enhance service delivery.
- Recognized as the top associate for two consecutive months, demonstrating exceptional performance in customer service and issue resolution.
- Adapted to a fast-paced environment by remaining flexible and action-oriented, consistently meeting performance targets and improving operational efficiency.

Freelance Computer Specialist August 2015-Present

- Computer Hardware Servicing | Computer System and Network Troubleshooting
- Responded to support requests from end through basic troubleshooting tasks.
- Linked computers to network and peripheral equipment, including printers and scanners.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Configured hardware, devices and software to set up work stations for employees.
- Supported training departments and schools by accurately fixing hardware and software issues affectinG computers and language labs.

Toti Pacis Multimedia, Tiwi Albay   **March 2018 – June, 2020**

Graphics Designer | Video Editor

- Created digital image files for use in digital and traditional printing methods.
- Created documentary videos for use in prototype testing and manufacturing optimization.
- Designed creative digital displays used in on-line advertising for local businesses.
- Designed website layouts, templates and unique branded looks.
- Put together videos for social media, advertising and informational purposes.

Naval Forces Southern Luzon (Naval Station Julhasan Arasain)   **November 07-23, 2017**

Computer Specialist (On the Job Training)

- Helped military forces with their technical problems when it comes to computer related issues
- Fixed multiple devices used in documentation
- Attended Cyber Security Awareness Seminar to increase security within the station
- Provided network test penetration in LAN and Wireless network connections at the station

EDUCATIONAL HISTORY

- **Tiwi Community College**
  - **College Undergrad:** Finished 2nd year in Bachelor of Secondary Education (Major in English)
  - **AY: 2019-2021**
- **Malinao National High School**
  - Graduated**:** 6th of April, 2018
  - Years attended: 2012-2018
  - Technical Vocational Livelihood Track and Information Communications Technology Strand
  - Computer Hardware Servicing NC II
- **Awards received:**
  - With Honors
  - Best in Research
  - Best ICT Innovation
  - Best in Work Immersion Award
  - Service Awardee
  - Best in Research Paper (Attendance Monitoring System of Malinao National High School)

ACHIEVEMENTS

- **Top Global Specialist**: Achieved recognition as the top global technical support specialist for 13 months in two years, demonstrating exceptional problem-solving skills and customer service excellence, leading to a 20% increase in overall team performance metrics.
- **Top Support Associate**: Recognized as the top support associate for two consecutive months by consistently delivering exceptional service, resolving 30% more issues than the average representative, and achieving a 98% customer satisfaction score.

CHARACTER REFERENCE

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