

Stephen Moss

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Portfolio: stephenmossis.co.uk

Code: github.com/SRDMoss

Qualifications Summary

IT professional with a strong foundation in computing, networking, and cybersecurity. Skilled in troubleshooting, user support, and system maintenance, with hands-on experience from academic projects and freelance work. Known for clear communication, adaptability, and a strong commitment to problem-solving in technical environments.

Technical Support & IT Fundamentals

- Supported users through account setup, password resets, and troubleshooting in Windows environments
- Documented and tracked technical issues using support ticketing systems
- Applied networking, security, and scripting knowledge in real-world annotation and training projects
- Comfortable adapting quickly to new tools, systems, and workflows

Technical Skills

- **Systems & Networking:** Windows OS, IP addressing, DNS, VPNs, firewalls
- **Programming & Scripting:** Python, Java, JavaScript, HTML/CSS, JSON
- **Databases:** SQL, NoSQL
- **Tools:** Git/GitHub, AWS (EC2, Route 53), IssueAware
- **Security:** Basic cybersecurity principles, data privacy, PII protection

Professional Experience

DataAnnotation.tech, Alignerr, Appen, Outlier - Remote Freelance AI Annotation Specialist & AI Trainer

October 2023 – Present

Utilized technical expertise and analytical skills to improve AI model performance, ensuring accurate and contextually relevant responses. Gained hands-on experience with troubleshooting, data analysis, and providing feedback to optimize system outputs. Expertly trained LLMs in various projects, enhancing AI performance in both technical and general contexts.

- Enhanced system accuracy through detailed annotation and evaluation of AI-generated responses.
- Specialized in identifying and resolving inconsistencies in data and model outputs, improving overall performance.
- Applied strong problem-solving and technical communication skills to support the development of reliable and efficient systems.

Pearson Virtual Schools, Columbia, MD (Remote) Enrollment Management Assistant

June 2017 – February 2024

Provided exceptional phone-based customer service, resolving documentation challenges while adhering to data security and compliance standards. Demonstrated strong conflict resolution skills by de-escalating frustrated callers and maintaining high service quality.

- Managed user accounts, including password resets, account disablements, and onboarding new students and caretakers, while safeguarding personally identifiable information (PII).
- Created and tracked support tickets in IssueAware, ensuring timely resolutions and operational efficiency.
- Mentored new team members through shadowing and provided guidance to callers, ensuring accurate and efficient solutions.

Hearing and Speech Agency, Baltimore, MD
English/American Sign Language Interpreter

September 2009 – June 2017

- Facilitated communication across Deaf community between English speakers and American Sign Language users.
- Recognized cultural demands of the clients and offered additional material to guarantee client understanding of all concepts.

Key Project

Honors Thesis – University of Maryland, Department of Linguistics
Perception of American Sign Language Palm Orientation

January 2014 – May 2015

- Conducted and managed a research project, demonstrating strong organizational and analytical skills.
- Utilized MS Excel and R to analyze data and generate actionable insights.
- Ensured compliance with data privacy standards (PII) under IRB agreements.
- Designed, tested, and deployed software paradigms to support research objectives.

Education

Masters of Science, Software Development (GPA: 3.63)
Boston University, Massachusetts,

January 2024

Bachelor of Arts, Linguistics with Honors (GPA: 3.71)
University Of Maryland, College Park, MD

May 2015

Bachelor of Arts, Psychology (GPA: 3.70)
University Of Maryland, College Park, MD

May 2015

Associate of Applied Science, Interpreter Preparation (GPA: 3.25)
Community College of Baltimore County, Maryland

Dec 2010

Certifications

CompTIA, Tech+ (ITF+)

January 2025

Languages

English (Native) | American Sign Language (Fluent) | Spanish (Intermediate)