

STEVE OTIENO

Executive Virtual Assistant | Data Annotator and Customer Support



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ABOUT ME

EA proactive and detail-oriented Virtual Assistant, Data Annotation Specialist, and ICT Support professional with over 4 years of experience in administrative support, machine learning training data, customer service, and web development. Skilled in remote collaboration, CRM systems, annotation tools, and time-saving automation. Adept at supporting executives, teams, and startups in improving workflows, communication, and digital infrastructure.

EDUCATION

Bachelor of Science in Information Technology

Kabarak University
2020- 2025

Diploma in Sales and Marketing

Business Institute of Kenya
2018 - 2021

Certificate in Virtual Assistance

ALX Africa
2024 - 2025

SKILLS

- Data Annotation (Text, Images)
- Data Labeling and Categorization
- CRM Management (Zoho CRM, HubSpot)
- Data Entry and Quality Control
- Attention to Detail and Consistency
- Knowledge of AI/ML Project Concepts
- Familiarity with Annotation Tools
Labelbox, custom web-based platforms
- Team Collaboration & Remote Work
- English Fluency (Written & Spoken)
- Microsoft Office Suite (Word, Excel, Outlook)
- Google Workspace and Drive
- Remote Work and Time Management

PROFESSIONAL EXPERIENCE

2023-
Present

Administrative Assistant & Virtual Assistant

Freelance / Remote

- Managed and coordinated schedules for up to 50+ team members, ensuring seamless daily operations.
- Handled caregiver shift planning two weeks in advance, ensuring full coverage across multiple territories.
- Tracked and followed up on time entries to ensure accurate billing and payroll processing.
- Responded promptly to last-minute cancellations, absences, and reassignments.
- Answered client and team inquiries via VoIP systems (ConnectUC/Yealink), email, and Microsoft Teams.
- Maintained accurate documentation using CRM and scheduling tools such as Hubstaff and customized client platforms.
- Supported cross-functional teams by providing recruitment assistance and administrative tasks, including posting job ads and preparing reports.
- Familiar with healthcare scheduling concepts and software such as WellSky.
- Generated and maintained internal reports tracking caregiver supply, demand, and service performance.
- Ensured task completion within deadlines, supporting billing, insurance submissions, and compliance checks.

2022- 2025

Data Annotator

Outlier AI(US Based)

- - Accurately annotated large volumes of image and text data for AI and ML models using proprietary tools. -
- Ensured high levels of accuracy and consistency by reviewing and validating peer annotations. -
- Communicated edge cases and unclear labeling scenarios to project leads to improve guideline clarity. -
- Worked within tight deadlines and maintained productivity benchmarks across multiple projects.

REFERENCES

References available upon request.