

T. Eddie Watkins-Sanchez

United States

tristynsanchez88@gmail.com

[linkedin.com/in/eddie-sanchez](https://www.linkedin.com/in/eddie-sanchez)

Summary

I'm deeply passionate about AI and data science, with a rich 9-month journey of enhancing AI models through training and rigorous analysis. My work involves tweaking models for better performance but also meticulously analyzing code for accuracy, ensuring that every piece of the puzzle fits perfectly for optimal outcomes. With a unique background in psychology, coding, and fine art, I approach problems with a blend of analytical rigor and creative insight, making complex concepts accessible and engaging.

Experience

AI Data Trainer & Data Scientist

NA

Jul 2023 - Present (9 months)

I harness the power of specialized training methodologies to optimize and fine-tune cutting-edge AI models. My hands-on experience spans working intimately with JSON structures to enhance model data interchange, strategically rewriting AI prompts to refine system outputs, and executing Python code analyses that steer improvements in both efficiency and functionality. I'm particularly passionate about adversarial prompt testing; I believe in challenging AI models under rigorous scenarios, ensuring they deliver robust, ethical, and pinpoint-accurate results in any given circumstance. Beyond these specialized tasks, I'm deeply involved in the comprehensive journey of data science, from initial data acquisition and preprocessing all the way through to post-deployment analysis. With each project, my aim is to seamlessly blend human insight with machine precision, driving innovation and excellence in the rapidly-evolving AI landscape.

Virtual Administrative Assistant

VA

Nov 2022 - Feb 2024 (1 year 4 months)

I exceed expectations in my role by promptly addressing customer inquiries through phone, email, and chat in fast-paced eCommerce settings, always ensuring a response within 24 hours. Through my work, I gained expertise in my client's products which enables me to provide customers with guidance and advice to help them make informed purchase decisions. I also create quotes and utilize various tactics to overcome customer concerns, ultimately leading to successful sales. To improve customer experience, I monitor customer feedback and utilize the insights gained to enhance processes. Additionally, I utilize company systems to resolve customer issues and ensure their satisfaction with the products and services.

Warehouse, Logistics, and Sales Manager

Dade Service Corporation

Dec 2018 - Sep 2022 (3 years 10 months)

In my previous role, I was able to achieve significant results. I increased net profit by 138% in the first year while ensuring our loyal customer base remained satisfied. To improve efficiency, I

accurately documented client interactions and resolutions in our CRM software. I also developed an inventory control system for 500+ construction materials, eliminating internal shrinkage. Additionally, I coordinated shipments using various carriers such as LTL, dedicated, and international carriers. Finally, I boosted morale and fostered positive communication among the team, contributing to a positive work environment.

Senior Case Analyst

Timeshare Exit Partners

Feb 2018 - Dec 2018 (11 months)

As a Senior Case Analyst, I successfully negotiated the cancellation of predatory timeshare contracts, resulting in average savings of \$20,000 for each client. I created contracts and enrolled clients into payment plans to facilitate the cancellation process. Additionally, I provided extensive product and service knowledge to put clients at ease and overcome objections, leading to increased client satisfaction. My efforts also included generating leads through pre-qualified clients, contributing to the overall success of the team.

Operations Manager

Bad Dog Editions

Jun 2015 - Jan 2018 (2 years 8 months)

I managed a cross-functional team of 30 for two offices in Orlando, FL and one in Dallas, TX. I provided training on software, power tools, and machinery to ensure efficiency and OSHA compliance. I also strategically streamlined workflow processes, resulting in a 20% increase in overall productivity. In addition, I remotely managed and trained a team of 15 national sales representatives and provided superior customer service and sales via remote desktop software.



Office Manager

HG Arts

Sep 2014 - Jun 2015 (10 months)

As a manager, I was responsible for streamlining processes and creating standard operating procedures (SOPs) to increase efficiency. By renegotiating with current and new vendors on a bi-yearly basis, I was able to reduce office expenses by 30%. I was also in charge of vetting, hiring, and onboarding 20+ employees, as well as organizing company team-building events for 30+ employees. Additionally, I provided coaching and implemented disciplinary actions as needed to ensure the team was working at their best.



Department Manager and Certified Framer

Hobby Lobby

Jun 2010 - Sep 2014 (4 years 4 months)

I orchestrated the flawless staging of stores for grand openings, while leading and training a team of 15-20 dedicated associates. In addition, I provided comprehensive training to new management on proper procedures across all departments, ensuring they understood the expectations for leadership, safety, and customer service. With an exceptional level of detail and product knowledge, I managed inventory with precision, consistently scoring 95+/100 on monthly stock reviews. My attention to detail and thorough approach ensured that the department under my management always had the products customers were looking for, which in turn led to increased sales and customer satisfaction.



Researcher and Data Entry/Analysis

The University of Toledo

Aug 2007 - May 2011 (3 years 10 months)

As a cognitive psychology researcher, I immersed myself in the fascinating world of consumer behavior. I led the charge in designing, conducting, and analyzing research projects while working closely with tenured professors to explore the depths of human behavior. Whether working independently or as part of a team, I used my keen attention to detail to keep accurate records and maintain data using SAS software. It was a true passion of mine to delve deep into the minds of consumers and uncover valuable insights that could benefit the world of business.

Education



The University of Toledo

Bachelor's degree, Major: Psychology Minor: Fine Art

2007 - 2011

During my 4 years at The University of Toledo, I strived to push myself by applying and being accepted into the Honor's Program, requiring me to take additional, advanced courses in English, Science, Mathematics, and Psychology. I took on independent research projects in cognitive psychology as well as using my creative side to set up gallery exhibitions both within the university and local venues. I was awarded multiple merit based scholarships, allowing me to focus on my studies and really dive into my work.

Skills

Copy Editing • HTML • Python (Programming Language) • JSON • Data Analysis • Data Annotation
• Creative Writing • Communication • Policies & Procedures • Proofreading