**Austin Ross**

Olive Branch, MS 38654  38654, Olive Branch, MS

9019215346 | austinlr1014@gmail.com

AUSTINROSS.NETLIFY.APP

***Summary***

**Proactive and driven, customer-orientated professional. Currently attending Western Governor’s University to obtain my Bachelors in Information Technology, in which I will soon be obtaining various certifications as well, such as CompTIA A+, Network +, Security +, AWS Cloud Practitioner and more.**

***Skills***

|  |  |  |
| --- | --- | --- |
| **Typing and Data Entry** |  | **Active Directory** |
| **Modern Operating Systems (Windows, Mac, iOS, Android)** |  | **Some knowledge of ticketing systems (Jira)** |
| **Virtual Labs (VMware)** |  | **Basic experience with data analysis tools and programming languages such as Python** |
| **Network Protocols (TCP/IP, VPN, DNS, etc.)** |  | **HTML, CSS** |
| **Knowledge of PC hardware** |  | **Performance assessment** |
| **Inspection and Testing** |  | **Documentation and record keeping** |

***Work History***

**WILD BIRDS UNLIMITED**

*Support Specialist / Southaven, MS / February 2024 – Current*

* Configure and maintain essential systems contributing to daily business operations.
* Educate colleagues on diverse software solutions to enhance operational efficiency.
* Identify, prioritize, and resolve technical issues promptly.
* Maintain and update Point of Sale software and equipment.

**Data Annotation Tech**

*AI Annotator and Safety Evaluator | Work From Home | March 2023 - Current*

* Engage in hundreds of extensive conversations over a day, with various AI systems to assess their conversational abilities and gauge their comprehension of nuanced language constructs.
* Employ judgment and evaluation techniques to assess the safety and reliability of AI algorithms across diverse applications.
* Collaborate with multidisciplinary teams to develop and implement strategies for enhancing AI safety and mitigating potential risks.
* Provide insights and recommendations to improve the performance and safety of AI systems through data-driven analysis and experimentation.

**Whatever Retail**

*Retail Manager | Olive Branch, MS | February 2022 - February 2024*

* Communicated clearly with employees, suppliers and stakeholders to keep everyone on same page and working toward established business goals.
* Developed and maintained relationships with customers and suppliers through account development.
* Monitored and analyzed business performance to identify areas of improvement and make necessary adjustments.
* Developed a strong company culture focused on employee engagement, collaboration, and continuous learning opportunities.
* Developed and implemented business strategies to achieve business goals and stay competitive.
* Raised sales by 10% monthly.

***Education***

**HIGH SCHOOL DIPLOMA**

Olive Branch High School

*Olive Branch, MS | January 2016*

* 3.9 GPA
* 29 on ACT

Bachelors in Information Technology

Western Governor’s university

*Remote / Currently Attending*

***Current Projects***

* Active Directory
* Virtual Lab
* Performing PC disassembly and maintenance
* Learning Front End Development