

# Kenneth Robinson-Neal

Saint Pauls, NC 28384

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## Professional Summary

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Results-oriented professional with strong leadership and management skills, motivated to drive operational success. Adept at applying problem-solving strategies and leveraging Artificial Intelligence (AI) tools to enhance efficiency and decision-making. Experienced in training teams and utilizing AI-driven productivity software alongside MS Word, Excel, and PowerPoint to streamline documentation and reporting. Possesses entry-level negotiation skills with a proven ability to provide exceptional service and handle sensitive information with the highest level of confidentiality and discretion.

Willing to relocate: Anywhere

## Work Experience

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### **AI Trainer**

Outlier AI-Remote

December 2025 to Present

- Evaluate and rank the quality of AI-generated responses from Large Language Models (LLMs) based on strict criteria including accuracy, helpfulness, and safety.
- Draft high-quality, "gold-standard" responses to complex prompts to serve as training data (Ground Truth) for generative AI models.
- Conduct rigorous fact-checking and research to identify and correct AI "hallucinations" and factual inconsistencies.
- Apply Reinforcement Learning from Human Feedback (RLHF) methodologies to improve model reasoning and conversational tone.
- Adhere to complex, evolving project guidelines to ensure high-quality data throughput and accuracy

### **Armed Driver**

Loomis Armored US, LLC-Durham, NC

October 2024 to May 2025

- Responsible for the safe and secure transportation of cash, coin, and valuables, driving armored vehicles and maintaining strict custody protocols.
- Worked collaboratively with a team to ensure successful, timely pickups and deliveries while performing regular vehicle inspections.
- Maintained situational awareness to carry a firearm and serve as a guard/driver, ensuring the protection of assets.

### **Security Officer**

GRL Management Group-Raleigh, NC

July 2023 to October 2024

- Supervised the site and utilized observational skills to report unsafe conditions or suspicious activities to authorities immediately.
- Prevented illegal or inappropriate actions by maintaining a high-visibility presence and patrolling buildings, facilities, and perimeters.

- Investigated disturbances and performed regular foot and vehicle patrols to ensure facility security.

## **Correctional Officer II**

NC Department of Adult Corrections-Macon County, NC  
August 2020 to April 2023

- Supervised and directed inmates during work assignments, maintaining strict order and security protocols.
- Conducted behavioral analysis by observing inmate conduct and noting significant patterns to prevent disturbances, violence, or crises.
- Demonstrated crisis management skills by proactively identifying risks to prevent escapes or self-harm incidents.

## **Clerk**

Capstone Logistics, LLC-Oxford, NC  
November 2019 to August 2020

- Administrative Efficiency: Prepared electronic correspondence, bills, checks, and statements, leveraging digital tools for accuracy and speed.
- Data & Financial Management: Collected payments from customers and created accurate invoices and receipts using digital tracking methods.
- Customer Relations: Handled customer inquiries, complaints, and billing questions with a focus on problem resolution and negotiation.
- Documentation: Maintained critical documents, filing them efficiently via both paper and electronic systems for easy retrieval.

## Education

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### **Computer Science (Bachelor of science)**

Maestro Ai University-Remote  
December 2025 to Present

### **High school Diploma**

Paintsville Independent High School-Prestonsburg, KY  
September 2009 to December 2011

## Skills

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- Safety & Compliance: Extensive experience in fire watch, weapon safety, and secure transportation.
- Driving
- Truck driving
- Zoom
- Writing skills
- Teamwork
- Mobile devices
- data entry
- Python
- AI applications
- Empathy

- Outdoor work
- Dog handling
- Materials handling
- Market Research
- Word
- Delivery driver experience
- Shipping & receiving
- customer service skills
- Productivity software
- Warehouse Associate
- Marketing
- Computer operation
- Customer service
- Microsoft Excel
- Communication skills
- Ladder use
- Total sales (success metric)
- Electrical experience
- Mobile applications
- Client interaction via phone calls
- Box truck
- Proactive
- Power tools
- Pallet jack
- Computer skills
- Picker Packer
- Microsoft Outlook
- Deal closing
- Problem Solving: Proven ability to apply experience to solve operational challenges.
- Operational Security: Expert in handling sensitive information and maintaining high-level security clearances.
- Microsoft PowerPoint
- Vehicle maintenance
- Professionalism
- Heavy lifting
- Time management
- Microsoft Word
- Closing sales
- Efficiency analysis (operations management method)
- Typing
- English

- Sales
- Attention to detail
- Security
- Unloading
- Decision making
- Filing
- Basic math
- Customer acquisition
- Training & development
- AI
- Digital marketing
- Route driving
- Prompt engineering
- Organizational Skills
- Loading
- Cash Handling
- Clerical experience
- CRM system proficiency
- Active listening
- Adaptability: Willing to relocate anywhere and learn new technologies rapidly.
- Surveillance
- Leadership
- GPS
- Stocking
- Phone etiquette
- Forklift
- excel
- Hand tools
- Mechanical Knowledge
- Management
- Distribution center
- Grammar experience
- Windows
- Data management
- Technical Proficiency
- Detail oriented
- Problem Solving
- Correctional experience
- Report writing
- Climbing

- Supervising experience
- Weight lifting capacity
- Staff development
- Customer support
- AI powered marketing

## Certifications and Licenses

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### **AI powered marketing**

August 2025 to August 2026

### **Armed Security License**

April 2026