

Kenneth Robinson-Neal

Saint Pauls, NC 28384

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Professional Summary

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 to: Saint Pauls, NC - Lumberton, NC

Work Experience

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.

Armed Security Officer

Eagle Eye Security-Raleigh, NC
November 2017 to November 2019

- Controlled access to client sites through strict admittance processes, precluding unauthorized access or theft of physical assets.
- Observed and reported activities to ensure the safety of client property and personnel, maintaining detailed incident logs.
- Maintained proficiency in the use of protective equipment and weapons while preserving order and enforcing site regulations.

Painter/Supervisor

Burlington Finishing Plant-Burlington, NC
May 2017 to November 2017

- Team Leadership: Supervised operations of panel departments and provided training to employees to ensure optimal performance levels.
- Inventory Management: Managed inventory of plant supplies, utilizing organizational skills to ensure accuracy according to company policies.
- Maintenance & Safety: Maintained plant equipment, performed troubleshooting to resolve issues, and adhered to boiler/pressure vessel safety standards.

Security Officer

Signal88 Private Security-Raleigh, NC
February 2016 to May 2017

- Conducted foot patrols and observation reports to ensure the safety of people and property.
- Provided excellent customer service while training new employees on security protocols.