

KENNETH ADULA

Virtual Assistant / Customer Support • Data Annotator

CONTACT

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SKILLS

- Admin support & scheduling
- Customer service (chat/email/phone)
- Outbound calling & lead generation
- Data entry, cleanup & validation
- CRM updates, notes & follow-ups
- Guideline adherence & quality checks
- Google Sheets / Excel • MS Office
- Canva • basic documentation
- AI / LLM data annotation

EDUCATION

Benedicto College

Information Technology (2014)

OTHER

AI Data Annotation – Task Readiness (Passed)

Innodata / ICAP (2026)

SUMMARY

Administrative, Customer Support, and Data Operations professional with experience in inquiry handling, outbound calling, data entry, and documentation in process-driven roles. Detail-oriented and guideline-focused, currently supporting AI/LLM annotation tasks with strong emphasis on quality, accuracy, and confidentiality.

WORK EXPERIENCE

Remote Data & QA Specialist (AI Training Data) | Independent Contractor

Remote | 02/2026 - Present

- Data labeling and QA review for AI training datasets following SOPs and rubrics.
- Flexible schedule (6:00 AM - 10:00 PM PH) with a 6-hour minimum daily commitment.
- Logged edge cases, guideline clarifications, and corrections to improve consistency.
- Tracked tasks, progress, and productivity using spreadsheets and web-based tools.

Virtual Assistant / CSR / Lead Generator | AC Medics HVAC & Plumbing Company

Phoenix, AZ (Remote) | 08/2024 – 07/2025

- Conducted outbound calls to generate leads and connect with homeowners and local businesses.
- Managed email follow-ups, appointment scheduling, and coordination to support daily operations.
- Handled customer inquiries and complaints across channels with timely, documented resolution.
- Updated CRM notes and status outcomes to maintain accurate reporting and follow-through.

Account Manager / Customer Service Representative | Linkserve Solutions Inc.

Philippines | 05/2023 – 11/2023

- Resolved customer inquiries and complaints via phone while maintaining a customer-first tone.
- Recorded interactions, transactions, and resolutions to improve service consistency and follow-up.
- Performed outbound calls for lead generation and relationship management.

Data Entry Clerk (Contract) | Jose A. Blanco, P.A.

Miami, FL | 01/2026

- Processed and encoded case information from online sources into tracking sheets with high accuracy.
- Cross-checked entries against source records to prevent duplicates and ensure clean reporting.
- Standardized data fields (names, case numbers, dates, statuses) for easier review and analysis.