

DRAVON OCHIENG

AI DATA TRAINER • DATA ANNOTATION • DATA ENTRY • TRANSCRIPTION • CAPTIONING • RESEARCH

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PROFESSIONAL SUMMARY

Results-driven and adaptable remote professional with experience across AI/data tasks, transcription, captioning, academic research, customer service, chat moderation, content work, and online support. Skilled at following detailed instructions, reviewing information carefully, identifying errors, maintaining quality, and completing deadline-driven work accurately. Comfortable learning browser-based platforms and working independently in remote environments.

CORE SKILLS

• AI Data Training & Evaluation	• Data Annotation & Labeling
• Human Evaluation	• Data Entry & Processing
• Data Quality Review	• Transcription & Captioning
• Academic & Online Research	• Information Verification
• Web Research	• English–Swahili Translation
• Proofreading & Editing	• Chat Moderation
• Customer Service & Email Support	• Graphic Design
• Accessibility & Media Captioning	• Speech-to-Text AI
• Google Sheets & Docs	• Microsoft Excel & Word
• Remote Collaboration	• Guideline-Based Review

PROFESSIONAL EXPERIENCE

Customer Service Representative (Email Support) — Brights (Remote)	2023 – Present
- Resolved customer inquiries with a 98% satisfaction rate using efficient and empathetic communication. - Managed high-volume email interactions while maintaining service excellence. - Collaborated with internal teams to improve issue resolution processes.	
Chat Moderator — Cloud Worker (Remote)	2024 – Present
- Monitored digital platforms to enforce rules and foster respectful conversations. - Reduced community violations by 30% through proactive moderation and reporting. - Ensured platform integrity by managing user disputes and sensitive content.	
Academic Tutor — Study Pool (Remote)	2018 – 2022
- Tutored students in research and academic writing, improving their performance by 40%. - Earned consistent 5-star ratings for timely, accurate, and clear explanations. - Customized support based on individual learner needs and course material.	
Transcriptionist & Captioning Specialist — Rev (Remote)	2017 – 2020
- Delivered over 500 accurate transcriptions and captions for a variety of content formats. - Maintained confidentiality and adhered to strict deadlines. - Received regular commendations from clients for attention to detail.	

TRAINING & CERTIFICATIONS

- Alison Online — Graphic Design — January 2023 – June 2023
- Coursera — Artificial Intelligence, Machine Learning, Deep Learning & Generative Art — 2023 – 2026
- Coursera — Accessibility, Media Captioning & Speech-to-Text AI — 2025
- Moderation Gateway — Chat Moderation Training — 2023
- Alison Online — Customer Service Training — 2020
- Sage Campus Online — Academic Research Training — 2019
- Udemy — Transcription & Captioning Training — 2017

EDUCATION

Diploma in Hospitality Management — Rift Valley Institute College (2017 – 2018)

Kenya Certificate of Secondary Education (KCSE) — Chepkutung High School (2013 – 2016)

LANGUAGES

English — Professional • **Swahili** — Native/Fluent

TARGET REMOTE ROLES

AI Data Trainer • AI Data Annotator • AI Content Evaluator • Search Evaluator • Data Entry Specialist • Transcriptionist • Captioner • Research Assistant • Content Reviewer • Quality Assurance Specialist • Virtual Assistant • Customer Support Specialist • Chat Moderator

AVAILABILITY

Remote • Freelance • Contract • Part-Time • Project-Based