Kayla Kidd

Owosso, MI 48867

9894726184 kaymkidd@gmail.com WWW: linkedin.com/in/kaymkidd

Dynamic Operations Specialist with over two years of experience in high-volume, self-managed environments requiring strict adherence to quality guidelines. Proven expertise in remote collaboration and virtual meeting software facilitates seamless communication and ensures compliance with US work authorization standards. Strong commitment to continuous learning, coupled with exceptional time management and analytical skills, consistently drives organizational productivity beyond benchmarks. Passionate about enhancing efficiency and fostering teamwork in remote settings, contributing to a cohesive and high-performing work culture.

Skills

- Data analysis
- Annotation techniques
- Microsoft Office Suite
- Remote work tools
- Quick decision making
- Continuous learning
- Positive attitude
- Data management
- Data annotation
- Virtual collaboration
- Scheduling coordination
- Leadership qualities
- Customer service

Experience

Music Search Relevance Rater

APPEN *January 2025 - Current*

- Collaborated with cross-functional remote teams to analyze search queries, enhancing output recommendations for user intent and ranking behavior.
- Learn and apply evolving task-specific rubrics to evaluate playlist logic, facilitating continuous professional development within the platform ecosystem.
- Grow technical proficiency by delivering consistent annotations for AI model improvement, meeting 100% of weekly productivity targets via effective Time Management.
- Applied self-directed remote workflow strategies to sustain peak performance during platform updates and complex task transitions.
- Worked in a fully remote environment, collaborating with team members across various locations.

House Cleaner

Self-employed, Yukon, OK *September 2024 - July 2026*

- Delivered thorough cleaning services for residential properties, ensuring high standards of cleanliness and organization.
- Developed tailored cleaning plans based on client preferences and specific property requirements.
- Managed scheduling and logistics for multiple clients, optimizing time management and service delivery efficiency.

- Utilized eco-friendly cleaning products to enhance safety and sustainability in housekeeping practices.

Search Engine Rater
TELUS INTERNATIONAL *January 2023 - January 2025*

- Collaborated with internal stakeholders to rate search results and online content, aligning user intent with high-quality customer service standards to enhance search relevance.
- Executed detailed evaluation guidelines to provide structured data for AI ranking systems and effectively managed relationships with data vendors.
- Applied strict rating instructions while utilizing virtual meeting software to coordinate with quality assurance teams on achieving project benchmarks.
- Grew expertise in remote operations by consistently exceeding quality benchmarks in a fully remote environment requiring 100% self-management.
- Worked in remote environment

Merchandise and Service Coordinator
Ulta, Shawnee, OK *June 2022 - September 2024*

- Coordinated service schedules to optimize staff allocation and enhance customer satisfaction.
- Assisted in managing inventory and product availability to ensure service continuity.
- Implemented training programs for new team members, improving onboarding efficiency.
- Developed and maintained relationships with vendors to streamline supply chain processes.
- Analyzed customer feedback and service performance to identify areas for improvement.

On-Site Manager
American Self-Storage, Shawnee, OK *December 2019 - June 2022*

- Ensured smooth property operations through exceptional customer service, rental process management, and facility maintenance oversight, supporting high tenant retention.
- Handled rental payments, enforced policies, collaborated with maintenance staff, and participated in marketing efforts to maximize occupancy rates.
- Fostered positive tenant relationships by conducting property tours and responding to after-hours calls and emergencies, enhancing tenant satisfaction.
- Conducted regular audits of facilities to identify areas for improvement and ensure operational excellence.

Education

Gordon Cooper Technology Center at Shawnee, OK
Financial Clerk in Accounting And Finance January 2018

Epic Charter School at Oklahoma City, OK
High School Diploma June 2018

Certifications

Gold National Career Readiness Certificate - Office of the Governor, State of Oklahoma, Certificate of Achievement – Data Entry 10-key - Gordon Cooper Technology Center – Shawnee, OK, Fundamentals of Technology - Oklahoma Department of Career and Technology Education

Applied Math – Level 5, Graphic Literacy – Level 6, Workplace Documents – Level 6

Personal Information

Work Permit: US Work Authorization