

Kiana Driscoll

**ROBOTICS DATA SPECIALIST | AI EVALUATION | CYBERSECURITY | OPERATIONS |
CUSTOMER SUCCESS | TEAM LEADERSHIP**

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PROFESSIONAL SUMMARY

Results-driven professional with a multidisciplinary background in **Robotics Data, Artificial Intelligence, Cybersecurity, Customer Success, Healthcare Administration, Executive Support, Operations, and Team Leadership**. Experienced in analyzing complex information, evaluating AI and robotics data, resolving customer and technical issues, improving workflows, supporting executives, and leading teams in fast-paced environments.

Known for combining **technical expertise, analytical problem-solving, operational efficiency, and exceptional communication** to achieve measurable improvements in quality, productivity, customer satisfaction, and team performance. Skilled in data evaluation, quality assurance, process improvement, troubleshooting, customer relationship management, confidential information handling, and cross-functional collaboration.

Adaptable and technology-focused professional who quickly learns new systems and processes, identifies opportunities for improvement, and applies practical solutions to complex challenges. Seeking a **leadership, AI/robotics, data operations, customer success, technical support, cybersecurity, or operations role** where analytical and interpersonal strengths can drive meaningful business results.

CORE COMPETENCIES

- Robotics Data & AI Evaluation
- Data Annotation & Validation
- Data Quality & Quality Assurance
- Artificial Intelligence & Machine Learning
- Cybersecurity & Information Security
- Customer Success & Client Relations
- Technical Support & Troubleshooting
- Operations & Process Improvement
- Workflow Optimization
- Team Leadership & Supervision
- Coaching & Training
- Conflict & Escalation Resolution

- Root Cause Analysis
- Critical Thinking & Problem Solving
- Executive & Administrative Support
- Healthcare Administration
- Cross-Functional Collaboration
- Documentation & Reporting
- Data-Driven Decision Making
- Confidential Information Management

PROFESSIONAL EXPERIENCE

ROBOTICS DATA SPECIALIST

Micro1 | San Francisco, Ca

07/2026-Present (Part time)

- **Improved data quality** by reviewing and validating robotics and AI datasets against detailed project standards, identifying inconsistencies and correcting classification or labeling issues before final submission.
- **Supported AI and robotics system development** by accurately annotating, categorizing, and evaluating complex data while maintaining established quality and productivity requirements.
- **Reduced potential data errors** by applying critical analysis to identify anomalies, inconsistencies, and patterns that could affect system performance.
- **Strengthened project accuracy** by consistently following detailed evaluation criteria and adapting to changing project requirements, workflows, and technology platforms.
- **Supported continuous improvement** by identifying recurring data-quality issues and communicating observations that could improve evaluation processes and workflows.
- **Maintained data integrity and confidentiality** by following established security, privacy, and operational procedures when handling sensitive information.
- **Demonstrated adaptability** by quickly learning new tools, platforms, guidelines, and AI/robotics processes in an evolving technology environment.

AI EVALUATOR / AI DATA SPECIALIST

Mercor | San Francisco, Ca

08/2025-07/2026

- **Improved AI output quality** by evaluating generated responses against defined standards for accuracy, relevance, consistency, and overall performance.
- **Identified system weaknesses** by analyzing AI outputs for errors, inconsistencies, and patterns and documenting findings for further review.
- **Supported model improvement** by providing objective, detailed feedback based on established evaluation criteria.

- **Maintained high evaluation accuracy** by carefully interpreting complex guidelines and applying consistent judgment across high-volume assignments.
- **Supported project deadlines** by managing multiple assignments independently while balancing speed, accuracy, and quality requirements.
- **Adapted to evolving AI projects** by learning new evaluation standards, tools, and workflows as project requirements changed.

CUSTOMER SERVICE / CUSTOMER SUCCESS PROFESSIONAL

Globe Life | Manhattan, Ny

02/2023-05/2025

- **Improved customer experiences** by actively listening to customer concerns, identifying underlying issues, and delivering personalized solutions that addressed both immediate needs and long-term concerns.
- **Resolved complex and escalated issues** by investigating problems, identifying root causes, coordinating with appropriate departments, and following through until resolution.
- **Strengthened customer relationships** by communicating clearly and professionally, establishing trust, and consistently demonstrating empathy and accountability.
- **Reduced repeat issues** by identifying recurring customer concerns and communicating trends and process gaps to appropriate teams.
- **Protected customer satisfaction during difficult interactions** by using de-escalation, problem-solving, and conflict-resolution techniques to turn challenging situations into productive outcomes.
- **Improved operational accuracy** by documenting customer interactions, resolutions, and follow-up actions in accordance with company procedures.
- **Supported business objectives** by balancing customer needs with policies, procedures, service standards, and operational requirements.

CYBERSECURITY / TECHNICAL SUPPORT (6 month contract)

Mercor | San Francisco, Ca

11/2025-04/2026

- **Protected sensitive information** by consistently following cybersecurity, data-protection, confidentiality, and information-security procedures.
- **Resolved technical issues** by investigating reported problems, analyzing available information, identifying potential causes, and applying appropriate troubleshooting steps.
- **Reduced operational risk** by identifying potential security and technology concerns and escalating issues according to established procedures.
- **Improved technical communication** by translating complex technology and security information into clear, understandable guidance for non-technical users.
- **Supported accurate incident documentation** by recording technical issues, findings, actions taken, and resolutions.

- **Maintained service continuity** by prioritizing technical issues according to urgency, business impact, and established procedures.

HEALTHCARE ADMINISTRATION

Casa Trinity | Elmira, Ny

02/2019-03/2025

- **Maintained efficient administrative operations** by coordinating scheduling, records, communications, documentation, and daily workflows in a fast-paced healthcare environment.
- **Protected confidential information** by handling sensitive patient and organizational records with discretion and following established privacy and confidentiality procedures.
- **Improved stakeholder experiences** by responding professionally to patients, providers, staff, and other stakeholders and addressing administrative concerns promptly.
- **Managed competing priorities** by organizing daily responsibilities, prioritizing time-sensitive tasks, and maintaining accuracy under pressure.
- **Improved workflow efficiency** by identifying administrative bottlenecks and implementing practical organizational improvements.
- **Maintained operational accuracy** by carefully reviewing documentation and records while meeting deadlines and organizational standards.

EXECUTIVE SUPPORT / ADMINISTRATIVE OPERATIONS

Casa Trinity | Elmira, Ny

02/2019-03/2025

- **Improved executive productivity** by organizing schedules, communications, documentation, meetings, and competing priorities in a fast-paced environment.
- **Prevented scheduling and communication conflicts** by proactively coordinating calendars, stakeholders, meetings, and time-sensitive business activities.
- **Supported informed decision-making** by preparing accurate reports, correspondence, documentation, and administrative materials.
- **Maintained executive confidentiality** by exercising discretion and sound judgment when handling sensitive business and personal information.
- **Improved workflow organization** by prioritizing tasks, anticipating needs, and resolving administrative issues before they affected business operations.
- **Strengthened internal and external communication** by coordinating effectively with executives, employees, clients, vendors, and other stakeholders.

TEAM LEAD / SUPERVISOR

Cotton Mouth Dispensary | Binghamton, Ny

05/2023-01/2026

- **Improved team performance** by providing coaching, mentoring, feedback, and day-to-day guidance aligned with productivity, quality, and customer-service expectations.
- **Addressed performance challenges** by identifying individual and team-level gaps, communicating expectations clearly, and providing actionable support and coaching.
- **Improved customer outcomes** by supporting employees with escalated customer situations and reinforcing effective service and problem-resolution techniques.
- **Strengthened team accountability** by monitoring performance, communicating goals, following up on expectations, and recognizing opportunities for improvement.
- **Supported successful onboarding** by training new employees on processes, systems, service standards, and organizational expectations.
- **Improved operational efficiency** by identifying workflow challenges and recommending practical solutions to leadership.
- **Strengthened team collaboration** by promoting communication, accountability, professionalism, and a solutions-oriented work environment.

SELECTED ACHIEVEMENTS

- Successfully built a multidisciplinary career combining **AI, robotics, cybersecurity, customer experience, healthcare, administration, and leadership**.
- Demonstrated the ability to transition quickly between highly technical, customer-facing, administrative, and leadership environments.
- Applied analytical thinking and data awareness to identify trends, inconsistencies, workflow issues, and opportunities for improvement.
- Consistently maintained high standards of **accuracy, confidentiality, professionalism, quality, and customer service**.
- Developed strong relationships with customers, executives, coworkers, technical teams, and organizational stakeholders.
- Demonstrated the ability to manage multiple priorities while maintaining quality and meeting deadlines.
- Contributed to process improvement through problem identification, root-cause analysis, communication, and solution implementation.

TECHNOLOGY & TECHNICAL SKILLS

AI & Robotics: AI Evaluation • Robotics Data • Data Annotation • Data Labeling • Data Validation • Data Quality • Machine Learning Concepts • Quality Assurance

Cybersecurity: Information Security • Data Protection • Security Procedures • Confidential Information • Technical Troubleshooting • Risk Awareness

Business & Operations: Process Improvement • Workflow Optimization • Operations Support • Customer Relationship Management • Documentation • Reporting • Performance Monitoring

Leadership: Team Supervision • Coaching • Training • Performance Management • Conflict Resolution • Cross-Functional Collaboration

Software: Microsoft Office • Microsoft Excel • Google Workspace • CRM Systems • AI/Robotics Platforms • Healthcare Systems

EDUCATION

Highschool | Penn foster — Scranton, pa
2017

CERTIFICATIONS

Robotics Data Specialists — Micro1, 2026
Cybersecurity Analysts — Merit America, 2026
Medical Transcription— Penn Foster, 2019

PROFESSIONAL VALUE

Analytical Problem Solver • Technology-Savvy • Customer-Focused • Results-Driven • Adaptable • Detail-Oriented • Strategic Thinker • Effective Communicator • Trusted Leader • Continuous Improvement Mindset