



# KAEVEN RUSSELL

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## Summary

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Versatile and detail-oriented Technical Support Specialist with 4+ years of combined experience in enterprise-level hardware/software troubleshooting, identity management, and AI data operations. Proven track record of managing high-volume user migrations, configuring network protocols (VPN/MFA), and implementing Python-based automation to streamline system workflows. Adept at delivering high-touch customer support while maintaining rigorous data integrity and security standards.

## Skills

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- Windows OS Admin
- Microsoft 365 Suite
- System Troubleshooting
- IAM & User Permissions
- Root Cause Analysis
- Data Analysis
- Data Validation
- LLM Evaluation
- Compliance Monitoring
- Task Automation
- Workflow Optimization
- RAG Systems
- Networking Fundamentals
- Python
- SQL
- Zendesk
- Jira

## Technical Projects

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Multi-Dimensional Video Metadata Graph & RAG System

**Python, Vector Databases, Data Modeling**  
[github.com/KaeRuss/YouTube-Channel-Performance-Map](https://github.com/KaeRuss/YouTube-Channel-Performance-Map)

- Architected a Python-based system to scrape and vectorize long-form YouTube metadata for trend analysis and content optimization.
- Developed a 3D graph visualization layer to identify and map content trends, utilizing complex data structures to represent multi-dimensional relationships.
- Streamlined content strategy workflows by providing an LLM interface capable of "reasoning" across hundreds of hours of video data.

Secure Retrieval-Augmented Generation (RAG) Knowledge Base

**Knowledge Engineering & Documentation**

[github.com/KaeRuss/Python-Learning-Databases](https://github.com/KaeRuss/Python-Learning-Databases)

- Developed a custom RAG pipeline using LlamaIndex and Groq to index and query technical documentation from Python, SQL, and JavaScript sources.
- Engineered Red Teaming protocols and custom Prompt Templates to enforce strict context boundaries, preventing "knowledge leakage" from the LLM's base training.
- Optimized retrieval accuracy by configuring Similarity Cutoffs and embedding models (BAAI/bge-small-en-v1.5) to ensure 100% data provenance.

## Experience

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Scale Labs | Remote

### AI Training & LLM Evaluation Specialist

10/2024 - Current

- Evaluated 500+ LLM outputs weekly across multi-domain generative tasks, ensuring accuracy and compliance with guidelines.
- Achieved 98% evaluation accuracy while meeting high-volume productivity benchmarks.
- Delivered structured feedback to support reinforcement learning and model fine-tuning cycles, improving evaluation processes.
- Detected edge cases and failure patterns across diverse prompt scenarios, enhancing model reliability.

VXI Global Solutions | Remote

### Technical Support Specialist (Apple Ecosystem)

04/2025 - 02/2026

- Executed advanced Technical Troubleshooting for the Apple ecosystem, resolving complex hardware and software issues including iOS/macOS updates and system recovery.
- Utilized Identity and Access Management (IAM) protocols to manage secure credential restoration and multi-factor authentication (MFA), ensuring user access while maintaining strict data privacy standards.
- Educated users on digital security best practices, including phishing prevention and device encryption, to mitigate unauthorized access and data breaches.
- Facilitated secure payment processing and billing inquiries, ensuring compliance with financial data handling regulations and internal security policies.
- Logged and tracked technical incidents using enterprise ticketing systems, contributing to a knowledge base of recurring hardware and software failure patterns.

Dynata | Denton, TX

### Outbound Call Specialist

06/2021 - 10/2022

- Maintained standardized data capture protocols, ensuring data integrity for accurate analysis.
- Documented call interactions using customer relationship management software.

## Education

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North Central Texas College | Gainesville, TX

### A.A.S. in Computer Science

05/2025

LaGrone Academy (Formerly The Advanced Technology Complex) | Denton, TX

### Graphic and Video Design

05/2020

## Certifications

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CompTIA A+ (Core 1 & Core 2) | Expected Completion: June 2026