

AYANNA HOUSE

COMPUTER SCIENCE | AI | UX

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PROFESSIONAL SUMMARY

Computer Science student with a 4.0 GPA and hands-on experience in AI evaluation, software development, UX design, and IT support. Evaluates and improves AI-generated text, image, audio, and multimodal content through structured annotation, quality assurance, and model evaluation. Technical background includes Java, Python, C++, Git/GitHub, Figma, and user-centered design, complemented by experience in enterprise IT support, technical troubleshooting, stakeholder collaboration, and customer relationship management. Skilled at solving complex problems, learning new technologies quickly, and applying analytical thinking to improve AI systems and software products.

EDUCATION

Maryville University of Saint Louis
Bachelor of Science in Computer Science | GPA: 4.0
General Assembly
UX Design Certificate

St. Louis, MO
May 2023 - Present
New York, NY
February 2022 - May 2022

EXPERIENCE

AI Annotator (Independent Contractor)
Handshake AI

July 2026 - Present
Remote

- Evaluate and improve AI-generated audio, image, and multimodal content through structured annotation and quality review tasks.
- Apply detailed project guidelines to identify errors, inconsistencies, and areas for model improvement.
- Perform quality assurance on AI outputs while maintaining accuracy and consistency across assignments.
- Provide human feedback that contributes to the training and evaluation of machine learning models.
- Meet project deadlines while working independently in a remote contractor environment.

IT Specialist
Frontline Managed Services

August 2021 - August 2022
Maumee, OH

- Managed 40-60 technical support tickets daily through phone and email.
- Provided local and remote Tier 1 support for hardware, software, and account-related issues.
- Supported applications and systems including Microsoft Word, Outlook, Excel, VMware, Citrix, and iManage.
- Troubleshot password issues, software errors, connectivity problems, installations, and basic coding-related concerns.
- Assessed technical issues to determine the most effective troubleshooting and remediation methods.
- Developed practical workarounds and solutions for recurring IT-related problems.
- Installed software updates, security patches, and new applications to protect users and close security vulnerabilities.
- Documented repair processes, solutions, and support procedures to improve future technical support operations.
- Collaborated with team members to resolve complex issues and maintain efficient service delivery.

EXPERIENCE - CONTINUED

Freelance UX Designer

February 2022 - May 2022

Millie Group

Remote

- Coordinated production across stages from concept and design development through final testing and optimization.
- Collaborated with management and development teams to prioritize needs, resolve conflicts, and develop solutions.
- Designed and maintained the company website using authoring and scripting languages, content creation tools, and digital media.
- Conducted user interviews to capture user preferences and accessibility requirements and establish design specifications.
- Demonstrated leadership by improving work processes and contributing to team training.

Remote Customer Relationship Manager

August 2020 - August 2021

AllianceOne

Maumee, OH

- Managed a daily caseload of 60 to 100 accounts, handling calls, emails, and detailed record-keeping.
- Prepared documentation, reports, and logs to identify and manage sales metrics and support process-driven activities.
- Created and managed customer relationship management databases.
- Developed and implemented customer loyalty programs to increase customer satisfaction.
- Cultivated strong relationships with customers by providing personalized attention and consistent follow-through.

Substitute Paraprofessional

October 2022 - November 2025

Toledo Public Schools

Toledo, OH

- Supported students one-on-one and in small groups, ensuring comprehension and alignment with curriculum goals.
- Assisted students with learning disabilities through individualized strategies to promote progress and confidence.
- Collaborated with faculty at a STEM school to assist in developing and supporting a new STEM program.
- Adapted quickly to different grade levels, including elementary, middle, and high school, while ensuring continuity of instruction.

AWARDS & HONORS

- Honor Roll

SKILLS

PROGRAMMING Java, Python, C++

AI + DATA AI Annotation, Data Collection, Model Evaluation, Quality Assurance

DESIGN Figma, UI Design, User Research, Adobe, Canva

TECHNICAL TOOLS GitHub, Visual Studio Code, VMware, Citrix, Microsoft Office Suite