KEVIN LE TRAN

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EXPERIENCE

Surge AI · Human data for AI training and evaluation *Mar 2026 – Present*

Product Operations Manager · Remote

- Run QC on data delivered to clients across 50+ AI evaluation and training data projects, diagnosing failure modes and anomalous contributor behavior with automated checks and manual review.
- Own workflows end to end in client projects, working directly with expert contributors and removing those with quality or integrity issues.
- Build and maintain Python pipelines and custom LLM tooling on internal and external APIs to automate data processing and quality checks, saving weeks to months of manual work.
- Launched 10+ evaluation workflows, turning recurring failure modes into pilot tasks, collection pipelines, internal tools, and repeatable review processes.
- Build quality dashboards used across multiple projects, and turn open-ended questions into client-facing reports and documents.

DataAnnotation *Apr 2025 – Mar 2026*

AI Coding Specialist (Contract) · Remote

- Completed 200+ projects spanning 700+ evaluations of AI-generated code and technical responses, judging correctness, reasoning, instruction following, and overall quality.
- Wrote and refined coding tasks and structured technical feedback used to improve model behavior on software development work.

UC Irvine, Office of Information Technology *Jan 2022 – Jun 2024*

IT Support Specialist · Irvine, CA

- Provided Tier 2 support to students, faculty, and staff across MFA, network access, and account issues, handling about 30 tickets a day and more at peaks like the start of fall quarter.
- Served as the sole weekend support representative, independently triaging issues and escalating to on-call and emergency staff.
- Onboarded and mentored new hires on troubleshooting and ticketing practices.

EDUCATION

University of California, Irvine *Sep 2020 – Jun 2024*

B.S. in Computer Science · Irvine, CA

TECHNICAL SKILLS

Domains LLM evaluation, data quality control, rubric & task design, RLHF data

Languages Python, JavaScript, TypeScript, Java, C#, HTML, CSS

Tools & Platforms Git, APIs, LLM tooling, Unity, Godot, Linux