

MADYSON MOORE

Hattiesburg, MS • (228) 313-0886 • moore.madyson@gmail.com

PROFESSIONAL SUMMARY

Customer-focused professional with 8+ years of experience in technical support, customer service, and office administration. Currently expanding into technology through software development training and AI data evaluation work. Proven ability to resolve complex issues, manage competing priorities, and deliver exceptional service across remote and in-person environments. Known for translating technical information into clear, actionable solutions with professionalism under pressure.

CERTIFICATIONS & TECHNICAL SKILLS

- Microsoft Office Specialist – Word 2007
- IC3 – Internet & Computing Core Certification
- CDL Class A Driver's License
- QuickBooks & Financial Record Management
- CRM & Ticketing Systems
- Web Development – HTML, CSS, JavaScript (in progress)

CORE COMPETENCIES

- Remote Technical Troubleshooting & Diagnostics
- AI Data Annotation & Quality Evaluation
- Conflict Resolution & De-escalation
- Data Entry, Documentation & Quality Control
- Administrative Support & Office Management
- Cross-functional Collaboration

PROFESSIONAL EXPERIENCE

Fundraising Communicator — *InfoCision, Remote* — February 2026 – Present

- Conduct high-volume outbound fundraising calls on behalf of nonprofit and organizational clients
- Apply persuasive communication and active listening to engage donors and achieve campaign goals

Freelance Web Designer & Developer — *Faery Tech, Remote* — 2025 – Present

- Design and build websites for small businesses, specializing in clean, functional, client-ready solutions
- Manage full project lifecycle from client intake and scoping through delivery and revisions

AI Training & Evaluation Specialist — *Outlier AI, Remote / Freelance* — 2024 – 2026

- Evaluated and ranked AI model outputs for quality, accuracy, and helpfulness across diverse subject areas
- Provided detailed written feedback to improve large language model training datasets

Independent Game Designer & Content Creator — *Self-Directed, Remote* — 2021 – 2024

- Studied game design principles, systems design, and narrative writing with hands-on work in Unity Engine
- Built and managed a streaming presence, developing skills in content production, audience engagement, and personal branding

Tech Support Specialist — *OneSupport, Gulfport, MS* — 2021

- Resolved hardware/software issues via phone, email, and chat for internet service provider clients
- Performed remote diagnostics; documented all interactions in ticketing system for QA purposes

Student Lab Technician — *Mississippi Gulf Coast Community College, Gulfport, MS* — 2020

- Maintained lab equipment, managed inventory, and upheld quality control and infection control standards

Earlier Roles

Transcriptionist — *Raterlabs (2019)*

Call Center Representative — *Alpine Access (2018)*

Call Center Representative — *Sitel (2017)*

Customer Support Representative — *UPA Communications (2016)*

Accounting Clerk — *American Trucking, LLC (2014)*

EDUCATION

Software Development Bootcamp — *Code Temple (In Progress)*

Independent Study, Game Design & Development — *Unity Engine, narrative & systems design*

Coursework toward B.A. in History — *Mississippi State University*

Associate in Science, Biology — *Mississippi Gulf Coast Community College*

Coursework in Business Administration — *Gadsden State Community College*

Certificate in Office Administration — *Job Corps, Gadsden, AL*