

Chidinma Onyegbule

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Summary

Customer service and community management professional with 4+ years of experience across telecommunications, fintech, sports betting, and remote AI work. Experienced in reviewing AI-generated responses, evaluating response quality, following structured guidelines, moderating online communities, and resolving customer disputes with sound judgment. Brings clear written communication, careful review skills, and consistent independent execution.

Skills, Tools & Experience

AI Training & Evaluation • Data Annotation • Prompt Analysis • Conversational AI Testing • Instruction Following & Response Evaluation • AI Quality Assurance • Customer Service & Support • Community Management (Telegram & Discord) • Fraud & Scam Prevention • Conflict Resolution & Problem-Solving • Complaint Handling & Resolution • Call Center & Live Chat Support • CRM Software Proficiency • Technical Support & Troubleshooting • Data Entry & Documentation • Team Leadership & Training • Decision-Making & Critical Thinking • Written Communication • Active Listening • Multitasking & Time Management • Remote Work & Independent Execution

AI Training & Remote Work Skills

- Evaluate AI-generated responses for accuracy, clarity, relevance, and adherence to instructions, identifying inconsistencies and factual errors.
- Perform data annotation, prompt evaluation, and conversational quality assessments using structured quality guidelines.
- Apply customer-service and community-management experience to assess user-facing communication and interaction quality.
- Make independent judgment calls when resolving customer disputes, suspicious activity, and fraud-related cases while following company policies.
- Manage remote work across multiple roles, completing structured tasks with minimal oversight and consistent attention to detail.

Experience

AI Trainer / AI Generalist | TURIN — Remote | 2026 – Present

- Train and evaluate AI models for accuracy, reasoning, and response quality.
- Review AI-generated responses for clarity, relevance, and adherence to detailed instructions.
- Perform data annotation, prompt evaluation, and conversational quality assessments.
- Apply customer service expertise to improve AI interaction quality and user experience.
- Identify inconsistencies, safety concerns, and factual errors in AI-generated outputs.
- Follow detailed evaluation guidelines and quality standards to support consistent workflow execution.

Customer Service Representative | Test Token — Remote | Feb 2024 – 2025

- Monitor and moderate Telegram and Discord communities, preventing spam and identifying fraudulent links.
- Engage community members, answer questions, and resolve issues to support a positive user experience.
- Collaborate with marketing and product teams to incorporate community feedback into business activities.

Customer Service Representative | SportyBet Nigeria — Nigeria | 2021 – 2024

- Deliver customer support through phone, email, and live chat, resolving account and service issues efficiently.
- Assist customers with account management, deposits, withdrawals, and platform-related inquiries.
- Investigate and resolve customer disputes using sound judgment and established procedures.
- Educate users on platform features, promotions, and responsible gaming policies.
- Work with fraud prevention teams to identify suspicious activity and support compliance requirements.

Customer Service Representative | Airtel — Nigeria | 2020 – 2021

- Handle customer inquiries, complaints, and service requests for telecom subscribers.
- Provide technical support for network issues, data subscriptions, and billing concerns.
- Resolve SIM-related issues, including activations and replacements.
- Maintain customer satisfaction through efficient, clear, and professional support.
- Follow company policies and telecom industry standards when handling customer requests.

Education

BSc in Human Resource Management — ISFOP Benin University, 2018

Certifications

"How May I Help You" Certification