

# JOSHUA HAMAN

IT Support Specialist | AI Data Trainer & Analyst | AI/ML Systems | Cybersecurity Student

Katy, TX 77450 | (832) 388-2401 | [joshham364@gmail.com](mailto:joshham364@gmail.com) | [linkedin.com/in/joshua-haman-478b462b4](https://www.linkedin.com/in/joshua-haman-478b462b4) | [hamanit.org](https://hamanit.org)

## PROFESSIONAL SUMMARY

Technically versatile IT Support Specialist and AI Data Trainer with 2+ years of experience in Tier 1/2 help desk operations, hardware/software diagnostics, large language model (LLM) training, data annotation, and prompt engineering. Pursuing an AAS in Cybersecurity with coursework in network security, firewall administration, and incident response. Certified: Building with the Claude API (Anthropic, 2026). Bilingual (English/Spanish).

## TECHNICAL SKILLS

AI & Machine Learning	IT Support & Systems	Cybersecurity & Networking
LLM Training & Evaluation	Help Desk Tier 1 & Tier 2	Network Security & Monitoring
Prompt Engineering	Hardware Diagnostics & Repair	Wireshark, Nmap, Snort IDS
Data Annotation & Labeling	Windows, macOS, Linux/Ubuntu	Cisco Routing, Switching & ASA
Anthropic API & Claude SDK	Endpoint Config & Security	Firewalls · ACLs · VLANs
Behavioral Alignment & QA	SLA Compliance & Ticketing	AWS & Azure Fundamentals

## PROFESSIONAL EXPERIENCE

**AI Data Trainer / Data Analyst** October 2025 – Present

**Handshake via Outlier AI – Remote**

- Architect and refine high-quality **AI training datasets** for large language models (LLMs), performing data annotation, edge case identification, and labeling error correction to improve model accuracy and behavioral alignment.
- Execute advanced **prompt engineering** workflows to stress-test LLM outputs against safety, quality, and alignment benchmarks; produce analytical feedback reports that directly inform model iteration cycles.
- Conduct ongoing **dataset QA auditing** across asynchronous AI training pipelines, detecting failure mode patterns and ensuring data integrity at scale.

**IT Consultation & Repair Technician** 2024 – Present

**Geek Squad, Best Buy – Houston, TX**

- Deliver **Tier 1 and Tier 2 IT support**, diagnosing and resolving complex hardware and software failures across Windows, macOS, iOS, and Android with consistently high first-contact resolution rates.
- Manage full service ticket lifecycle using **Workbench and NOVA**, maintaining detailed documentation for audit compliance, escalation tracking, and process improvement.
- Perform device configuration, OS installation, data migration, and **endpoint security hardening**; conduct client consultations that translate complex technical issues into clear, actionable solutions.

**Help Desk Technician** February 2024 – August 2024

**Brookside Realty – Houston, TX**

- Provided **internal IT help desk support** resolving network, device, and software issues while maintaining SLA compliance through documented ticket management and escalation protocols.
- Deployed and maintained **desktops, laptops, and mobile endpoints** for all staff, maximizing uptime and ensuring a stable, secure IT environment.

**Technology Sales Associate** 2023 – 2024

**Best Buy – Houston, TX**

- Consistently **exceeded monthly sales targets** in the computing department using deep technical knowledge across Windows, macOS, and ChromeOS platforms to match customers with optimal solutions.
- Educated clients on hardware specs and benchmarks, building trust-based relationships that drove repeat business and referrals.

## EDUCATION

**Associate of Applied Science (AAS) – Cybersecurity** Expected 2026

**Texas State Technical College (TSTC) – Fort Worth, TX**

Relevant Coursework: Network Security · Firewall Administration · Incident Response · Cisco Routing & Switching · ACLs · VLANs · AWS Cloud · Bash Scripting

## CERTIFICATIONS & CREDENTIALS

**Building with the Claude API** Anthropic · March 2026 · Credential ID: r3xiacmdarbj

**Large Language Models (LLM) & Prompt Engineering** Completed 2025

**CompTIA A+** In Progress

**Autodesk Certified User – Fusion 360 & Moldflow** Autodesk