

FELIPE BOECHAT

Cybersecurity Analyst | IT Support | AI Trainer & Model Evaluator

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PROFESSIONAL SUMMARY

IT professional with 15+ years of experience across technical support, infrastructure, systems administration, governance, risk and compliance. More recently, expanded into AI training and model evaluation through work in response review, quality rating, red teaming, transcription, prompt recording, and multimodal validation. Brings a strong blend of troubleshooting, user support, process discipline, and analytical rigor across enterprise IT and AI operations.

CORE COMPETENCIES

AI Training and Evaluation

- LLM evaluation and quality review
- Red teaming and adversarial testing
- RLHF support and prompt evaluation
- Transcription and prompt recording
- Summarization and side-by-side response comparison
- Multimodal data validation and content QA

IT and Security

- Technical support and troubleshooting
- Microsoft 365, Active Directory, and Azure
- macOS administration and Jamf Pro
- Linux and enterprise user environments
- Governance, risk, compliance, and audit support
- Qualys, Netskope, Clearswift, and process documentation

PROFESSIONAL EXPERIENCE

Concentrix | *Specialist - Governance, Risk and Compliance* | 2024 - 2025

- Managed governance, risk, and control processes to support compliance with internal policies and regulatory frameworks.
- Conducted risk assessments, supported audits, and contributed to continuous improvement initiatives in security and compliance.

Concentrix | *IT Analyst* | 2021 - 2024

- Provided IT operations support in a corporate environment, maintaining continuity of services, user support, and technical troubleshooting.
- Supported enterprise processes and technical routines across infrastructure, systems, and end-user operations.

Randstad (Concentrix) | *IT Analyst* | 2020 - 2021

- Managed and supported macOS environments with Jamf Pro, including device deployment, configuration, and compliance.
- Provided technical support and administration for Active Directory and Office 365, improving user access, security, and productivity.

Tata Consultancy Services (Hospira/Pfizer) | *Senior IT Analyst* | 2014 - 2017

- Served as the primary IT point of contact, delivering end-to-end support for infrastructure, systems, and user environments in a regulated pharmaceutical setting.
- Administered servers, networks, and enterprise applications while coordinating incident resolution, change management, and compliance with global IT standards.

Wipro (Hospira) | *IT Analyst* | 2013 - 2014

- Delivered day-to-day IT support and systems administration to maintain stable operations for users and infrastructure.
- Collaborated with global teams to resolve issues, manage enterprise tools, and maintain compliance with company standards.

Outlier | *AI Trainer / Model Evaluator* | Jul 2024 - Present

- Evaluated and reviewed model-generated responses using structured quality rubrics focused on instruction adherence, factual accuracy, formatting, and concision.
- Performed quality review for text and summarization tasks, including side-by-side response comparisons and guideline adherence checks.
- Worked on red teaming, transcription, and prompt recording projects to improve model robustness and training data quality.

RWS | *AI Training Contributor / Prompt Recording and Image Evaluation* | Oct 2025 - Present

- Contributed to image evaluation projects and prompt recording tasks in non-native English.
- Reviewed outputs for consistency, quality, and alignment with project guidelines in multimodal workflows.

Mercor | *AI Trainer / Technical Task Contributor* | Feb 2026 - Present

- Supported AI training projects involving practical operating system tasks across Windows, macOS, and Linux.
- Validated task consistency and model behavior in technical usage scenarios.

Additional Experience

- IT Analyst roles at Stefanini and Accenture, focused on network and infrastructure support, systems administration, and business continuity.

EDUCATION AND CERTIFICATIONS

Education

INFNET, Rio de Janeiro | Network Management (IoT & Cloud) | 2023 - Present

Unigranrio University, Rio de Janeiro | Network Infrastructure | 2010 - 2013 (not completed)

Certifications

- Microsoft Azure Fundamentals (2023)

- DOMO Professional Certification (2024)

Languages: Portuguese (Native), English (Fluent), German (Basic), Spanish (Basic)