RICHARD MILO ROWLEY

AI EVALUATION | COMMUNICATIONS | QUALITY ASSURANCE | OPERATIONS

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PROFESSIONAL SUMMARY

Communications and quality-assurance professional with experience evaluating AI outputs for accuracy and comparative quality, leading award-winning academic marketing, and managing FDA-regulated documentation. Brings structured judgment, concise writing, data accuracy, and student-facing coaching to AI evaluation and campus communications roles.

CORE SKILLS

AI and Analysis: Generative AI evaluation, factual accuracy, comparative response ranking, rubric-based review, structured rationales, quality assurance.
Communications and Operations: Strategic writing, social media, public speaking, instructional coaching, SOPs, document control, database management.

PROFESSIONAL EXPERIENCE

Service Missionary | The Church of Jesus Christ of Latter-day Saints | Kalispell, MT *Mar 2025 - Jan 2027*

- Designed and developed a relational database that converted a durable medical equipment (DME) library's physical filing and checkout process into a digital system.
- Ministered one-on-one in the name of Jesus Christ through the power of the Holy Ghost, serving with loving kindness.
- Served individuals and the community through FamilySearch, Flathead Food Bank, NWMT Veteran's Food Pantry, and DREAM Adaptive Recreation.

AI Model Evaluator | Outlier AI | Remote *May 2024 - Feb 2025*

- Evaluated AI model outputs for factual accuracy, instruction adherence, and overall response quality using detailed project rubrics.
- Compared candidate responses to identify good, better, and best outputs, documenting concise evidence-based rationales across hundreds of evaluations.

Marketing Lead and Instructional Assistant | Utah Valley University Honors Program | Orem, UT *Aug 2024 - Dec 2024*

- Led marketing for an academic journal that earned 1st Place in the National Collegiate Honors Council publication contest.
- Coached 152 undergraduates in public speaking and created digital and print materials for recruitment and events.

Family History Writer | Private Client | Remote *Dec 2023 - Jan 2025*

- Interviewed a client who wanted to preserve their personal story for their children.
- Edited and organized interview transcripts into a cohesive 150-page manuscript while preserving the client's voice.

Quality Control Laboratory Manager | MBI Nutraceuticals | Lehi, UT *Oct 2018 - Nov 2021*

- Converted and verified 1,000+ technical specification files for FDA alignment; authored SOPs that passed external audits.
- Supervised 2-3 technicians and validated ICP, autoclave, and microbial testing at 99% accuracy.

ADDITIONAL EXPERIENCE

Tax Preparation Assistant | Sanford and Co. | Orem, UT *Dec 2022 - Apr 2023*

- Prepared and cross-audited 10-15 tax returns daily while protecting confidential client data.

Mentor and Customer Support Team Lead | Atento | Lindon, UT *Sep 2021 - Jun 2022*

- Coached 15 representatives and maintained 95%+ team quality assurance.

EDUCATION

Bachelor of Science in Communication: Public Relations, BYU-Idaho | In progress | Junior standing
Associate in Science in Humanities and Social Sciences, Utah Valley University | May 2024
Honors Program Graduate, Advanced Entry | GPA 3.50
Leadership Certification, FranklinCovey | 2023

CHURCH SERVICE

Callings: Sacrament Meeting Pianist | Branch Executive Secretary | Branch Clerk

LANGUAGES AND TECHNOLOGY

Languages: English (native), German (professional proficiency), Russian (introductory coursework)
Technology: Web application development, Adobe and Canva, Google Workspace, Microsoft Office, database administration