

VAISHALI.G.VERMA

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OBJECTIVE

To leverage my 4 years of my education and a year of skills I obtained while working in Wipro as a content reviewer and obtain the opening position in your company.

ACADEMIC QUALIFICATIONS

Course	Institution	University/Board	Year of passing	percentage
BE (CSE)	B.C.E.T Bangalore	Visvesvaraya Technological university	2016	61.23%
PUC	N.V Gulbarga	Government of Karnataka	2012	47.83%
SSLC	.M.D.M.S Yadagiri	Karnataka Secondary Education Examination Board	2010	65.6%

Professional Experience:

C.R.O H.G.S

Working at “Hinduja Global Solutions” (from sep 2017 to Feb 2019) as “C.R.O” (Customer Relationship Officer). Work experience includes;

- Dealing with customers calling inbound.
- Provides accurate information to public and internal clients in a clear, courteous and professional manner.
- Managed difficult or emotional customer situations; responds promptly to customer needs; responds to request for service and assistance; meets commitments.

- Speaks clearly and persuasively in positive or negative situations; listens and gets clarification, Responds well to questions of clients.
- Managing team, Breaks, Service level, Different Issues
- Adjustments, Attendance
- Randomly ask queries

Work Experience:

Wipro Limited (feb 2019 – june 2021): Content moderator

As a content analyst having knowledge on different policies on Trust and safety policy.

- Use tools and reporting to gather data and evaluate trends or patterns affecting quality at the employee level as well as broader trends at the team policy level. Leverage expertise to identify and explore gaps identified through analyzing content review results and different restriction activity; conduct root cause analysis, identify performance / process improvement opportunities, and share actionable insights.
- As a content Analyst worked in different policies and community guideline and also worked in Hate, Adult , FVT policies for a social media platform.
- Specialized in Hate and Adult policy and certified in different Queues.
- As a content analyst on a daily basis did audit and checked with policies alignment and prepare the report for the client
- Facilitate engaging and empowering monthly coaching sessions with our Trust & Safety team members on Policy education and interpretation to ensure they are performing to the highest standards and making LinkedIn the safe place all our members value and trust
- Daily to daily doing accurate classification, handling and process adherence, measuring performance against established QA benchmarks. Create and deliver Quality Data Insights to managers; partner with managers to identify and agree on areas for managers & leads to deliver individual and group coaching to their agents.
- Review and evaluate content for compliance with our Community Guidelines.
- Analyze data, propose and implement programmatic rules to handle abuse scale

Work Experience:

Tech firefly (Nov 2021 to present) : Content Reviewer.

As a content Reviwer having knowledge on Advertisement posts on Trust and safety policy.

- To review content per guidelines shared, which are servable over client's ad network and are viewable by our Landing Page alike
- Daily to daily doing accurate classification, handling and process adherence, measuring performance against established QA benchmarks. Create and deliver Quality Data Insights to managers
- Ensure logical and meaningful review of Landing Page content • Deliver high quality content review consistently and accurately
- Review, maintain and curate data.
- Review and evaluate content for compliance with our Community Guidelines.
- Analyze data, propose and implement programmatic rules to handle abuse scale
- Proofread, review and edit documents for accurate use of grammar and content.

SKILLS

- SQL
- C++
- World Excel
- Power point
- Content reviwer

ACADEMIC PROJECT DESCRIPTION

- Title : Secure Transaction Cloud Computing

AREAS OF STRENGTH:

- Team player and have good Leadership skills.
- Good instinct and quick grasping ability.
- Good spirit and attitude.
- Commitment to given assignments.

HOBBIES

Reading comic books, travelling, drawing and playing outdoor games.

