Aymen Alkafaji

Quality Assurance Analyst

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Detail-oriented, dynamic, highly-organized, and resourceful professional with experience in the leading programming languages. Looking for an entry level software developer position where I can advance and learn more in this field.

EXPERIENCE

Apple, Austin, TX - *Quality Assurance Analyst*

JUN 2021 - PRESENT0
- Ensure a consistent level of quality throughout the analysis process through accurate review submissions.
- Provide meaningful feedback to the analysis team to help them improve in decision making and help reduce disagreements and conflicts between analysts.
- Identify error trends and common analysis mistakes and provide other teams with the data to show them where best allocate future resources and training.
- Train AI/ML in order to fulfill the user expectations while improving the Siri experience.
- Using SQL and Python to extract data sets requested for business reports.

Apple, Austin, TX - *Annotation Analyst \ Expert Analyst*

NOV 2019 - JUN 2021
- Expert Grader assigned to Conflict Resolution projects. Evaluate and analyze AIML interactions through language and culture knowledge in order to establish a resolution between conflicted graders to keep high grading quality.
- use language and cultural knowledge, along with analytical skills, to evaluate responses against guidelines.
- Review files and rank levels of usefulness to the user.
- Train AI/ML in order to fulfill the user expectations while improving the Siri experience.

Cognizant, Austin, TX - *Senior Process Executive*

SEP 2019 - NOV 2019
- Effectively communicate information on products/services and/or troubleshoot issues within the specified time frames agreed upon with the client, in a manner that is understandable by the end-user.
- Connect with the customer & provide the highest level of customer satisfaction.
- Update trackers, Create, categorize and prioritize tickets and update required applications & tools and keep SME and TL informed of new issues.
- Ensure process guidelines are followed and met as documented.
- Use the provided database and policies and work on Microsoft Excel for store and sort data.

Accenture Flex, Austin, TX - *Tier II Data Analyst*

- Create and maintain content security standards / propose ways to improve the business process delivery and content standards.
- Review escalated and user-reported content for compliance and client policy guidelines.
- Maintain a high level of familiarity with the client policy verticals

- Met and/or exceeded ambitious core work targets
- Identified global and local trends and monitored major violators in the online community.
- Respond to additional requests and projects as needed.
- Provide policy consultation and guidance to other admins and teams.
- Collect and analyze information from multiple data sources, ensuring data is reliable, using technical expertise and tools.

BCForward, Austin, TX - *Data Analyst*

JAN 2018 - JAN 2019
- Identifying and taking on the biggest problems that challenge the safety and integrity of the client's products.
- Making sure that the project is a safe platform for advertisers, creators, and users.
- Assist with the implementation and enforcement of project monetization policies with a special focus to identify and action abuse trends.
- Policy expert on cross-functional teams with Product and engineering and working with partner teams on policy consultations.
- Review controversial and sometimes offensive video content to determine whether or not they're brand safe.

Al-Nabaa Group, Baghdad, IQ - *Graphic Designer/ Video editor*

SEP 2013 - APR 2018
- Meet clients to discuss their needs, objectives, and budgets.
- Design and create a wide variety of graphic art and instructional material.
- Involve customers in the design process.
- Provide graphical support for Blogs, websites, and social media.
- Work on presentations, leaflets, trade-marks, marketing materials, and banner designs.
- Make accurate and high-quality design work and instruction manuals.
- Import designed material to video content for presentation and instructional purposes.

VOLUNTEER WORK

Vote.org, Austin, TX - *Team Leader*

OCT 2018 - DEC 2018
- Led a team of 15 employees.
- Provided coaching and feedback to employees.
- Collaborated with the team to achieve production goals.
- Responsible for quality and accuracy of work.

- Communicated with senior leadership on a daily basis.

EDUCATION AND CERTIFICATES

Baghdad University, Baghdad, IQ

Bachelor's Degree in computer science

SEP 2011 - AUG 2015

Austin Community College, Austin, TX

Associate degree in computer programming

JAN 2022 - PRESENT

LANGUAGES

Arabic (Native), English (Fluent)