

JOEL IKUA KIMANI

Content Moderator | Customer Support Specialist

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Summary

Empathetic and tech-savvy Content Moderator and Customer Support Specialist with over 1.5 years of experience reviewing and managing user-generated content in fast-paced, KPI-driven digital environments. Fluent in Swahili and English, with proven capabilities in policy enforcement, community guideline application, and user safety. Experienced in handling sensitive content with professionalism and emotional maturity. Adept at using CRM platforms and moderation tools to maintain high standards of quality, confidentiality, and compliance.

Experience

JOB TITLE: Customer Satisfaction Associate

Company Name: Ecom Services Ltd (Social Discovery Group)

July 2023 – May 2025

Tasks and Responsibilities:

- Reviewed user-generated content and flagged policy violations to protect platform integrity.
- Enforced moderation rules across chat, email, and voice channels while supporting over 100 inquiries daily.
- Handled sensitive user behavior and escalated egregious cases promptly per internal procedures.
- Maintained accurate case documentation for audit and legal review.
- Supported new moderators by sharing platform knowledge and safety standards.

JOB TITLE: Accounts Payables and Receivables Assistant

Company Name: Tata Chemicals Magadi

June 2022 – October 2022

Tasks and Responsibilities

- Processed high-volume invoices and managed vendor accounts, ensuring timely payments.
- Reconciled statements, followed up on overdue receivables, and maintained accurate financial records.
- Engaged in early-stage collections and cash applications aligned with company compliance standards.
- Provided reporting support for both outstanding receivables and payables.
- Utilized SAP systems for tracking, verification, and workflow automation.

Education

Bachelor of Science in Mathematics and Chemistry

University of Nairobi | 2019 – 2023

Key Skills

- Fluent in Swahili and English (Reading, Writing, Speaking)
- Content Moderation & Policy Enforcement
- KPI-Driven Performance & Target Adherence
- CRM & Ticketing Tools (e.g., Zendesk, HubSpot)
- Strong Judgment & Escalation Handling
- Social Media & Digital Platform Familiarity
- Emotional Resilience & Cultural Sensitivity
- Fast Learner & Problem Solver
- Team Collaboration & Remote Coordinate

Achievements & Strengths

- Supported moderation for international platforms with 95%+ quality compliance
- Trained in handling sensitive/graphic content with discretion and empathy
- Proficient in Microsoft Office Suite and moderation systems
- Availability for rotational shifts and fast adaptation to new protocols