JOSEPH RAJU MYLA
Trust & Safety | Content Review Specialist | Data-Driven Analyst
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PROFESSIONAL SUMMARY

Detail-oriented Trust & Safety professional combining analytical expertise with disciplined content review, strong emotional resilience, and policy adherence. Experienced in evaluating high-volume user content, applying evolving guidelines, and conducting thorough investigations with objectivity and accuracy. Skilled in communicating insights clearly, managing escalation workflows, and collaborating across teams. Committed to safeguarding online communities while maintaining quality, compliance, and operational efficiency.

CORE COMPETENCIES & QUALIFICATIONS

- Emotional Resilience & Stress Management: Able to stay focused, calm, and objective under pressure.
- Communication: Strong written and verbal English skills; effective in diverse team environments.
- Objectivity & Integrity: Consistently applies policies without bias.
- Attention to Detail: Meticulous in review, interpretation, and compliance.
- Critical Thinking: Analyzes information from multiple sources and makes balanced decisions.
- Cultural Awareness: Understanding of social, political, and regional context.
- Teamwork & Independence: Works well both individually and with teams.
- Flexible Scheduling: Comfortable with non-standard shifts and 24/7 operations.
- Adaptability: Quick to learn new processes and adapt to change.
- Quality & Efficiency: Committed to accurate, timely, and high-quality results.

PROFESSIONAL EXPERIENCE

Amazon – Dublin, Ireland

Operations Associate – Process & Data Quality Support
Oct 2025 – Present

- Apply guidelines to review, classify, and validate operational data and system content.

- Investigate complex content and data issues, escalate as needed, and support resolution with technical partners.

- Work with cross-functional teams to refine policies, improve workflows, and ensure adherence to quality and compliance standards.

- Document process flows, classification criteria, and quality checkpoints to strengthen operational consistency.

Key Achievements

- Helped improve data quality review scores by identifying systematic inconsistencies and recommending corrective actions.

- Reduced average resolution time for data quality escalations by ~20% through improved workflow and documentation.

Infosys Limited – India

Data Analyst / Junior Data Engineering Support
Aug 2021 – Dec 2023

- Performed detailed data profiling and validation to ensure accuracy across enterprise systems.

- Applied structured rulesets and logic to classify data for reporting and quality monitoring.

- Automated recurring reports and enhanced dashboard visibility to support KPI tracking and performance evaluation.

- Collaborated with stakeholders to clarify requirements and translate business needs into technical solutions.

Key Achievements

- Automated 50+ recurring reports, saving ~40 hours per month and increasing reliability of performance data.

- Built dashboard tools reducing manual effort by ~70%, leading to faster insights and more informed decision-making.

EDUCATION

Master's degree in data Analytics
National College of Ireland | *2024 – 2025*

Bachelor's degree in computer science and Engineering
Lovely Professional University | *2016 – 2020*

CERTIFICATIONS

- **Deloitte – Data Analytics Job Simulation**

- **IBM – Data Fundamentals**

ADDITIONAL INFORMATION

- Comfortable and **flexible 24/7 shift schedules**.

- Strong emotional resilience and commitment to quality outcomes in fast-paced, sensitive content environments.

- Excellent communication, teamwork, and analytical skills.