

CURRICULUM VITAE

ELVIS LWEYA OTIENO

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CAREER OBJECTIVE:

To work within a dynamic, challenging, and rewarding environment that will allow me to utilize my skills and apply my academic and professional knowledge towards building your company.

WORK EXPERIENCE:

Upwork - Freelancer

October 2023 - November 2023

Roles & Responsibilities:

- Manually entering data from various sources (physical documents, digital files) into spreadsheets, databases, or software applications. (e.g., customer information, product details, survey responses)
- Entering information into online forms, portals, or web interfaces. (e.g., creating user accounts, updating records)
- Ensuring data accuracy and consistency by formatting according to specific guidelines.
- Correcting errors, typos, and removing duplicate entries.
- Categorizing or tagging data for easier retrieval.
- Gathering specific information through basic research tasks.
- Searching websites, online databases, or other sources to find relevant data points

Cloudfactory Kenya Ltd - Content Moderator /Quality Assurance

December 2021 - December 2022

Roles & Responsibilities:

- I would be sifting through social media posts, forum discussions, video comments, images, and even audio files
- My primary objective would be to ensure all this content adheres to the platform's community guidelines and terms of service. This involves identifying and removing content that falls into categories like Hateful, harassing, or discriminatory language, Violent threats or content, Misleading, deceptive, or spammy information, Sexually explicit material or illegal content Copyrighted material used without proper permissions.
- I communicated with users to explain content removal or account suspension decisions in a way that's both informative and respectful. Collaboration with other moderators, law

enforcement, or platform developers might also be necessary to address complex issues or emerging threats in the online landscape.

- Staying up-to-date with the ever-evolving online world is key for any Content Moderator. This means attending training sessions, following industry news, and actively learning about new content moderation tools and techniques to ensure effective content moderation strategies
- Ensured agents followed community guidelines, fostering a positive atmosphere.
- Monitored and managed conversations to prevent spam, harassment, or inappropriate content.
- Answered questions and provided support within the chatroom's scope.
- Mediated disputes and addressed disruptive behavior for a harmonious environment.

Nisq Business Solution - Social Media Account Manager

April 2020 - August 2021

Roles & Responsibilities:

- Researched current benchmark trends and audience preferences.
- Developed and implemented social media strategies aligned with business goals.
- Created actionable plans to grow and maintain followers on various platforms.
- Utilized analytical tools to monitor progress and measure performance.
- Monitoring social media channels, responding to comments, messages, and mentions, and engaging with the audience.
- Building relationships, fostering discussions, and addressing inquiries or concerns in a timely and professional manner.

Nisq Business Solution - Virtual Assistant/Data Entry Operator

January 2019 - November 2019

Roles & Responsibilities:

- Provide information on a wide range of topics, Retrieve data, facts, statistics and Summarized articles, reports, or documents
- Draft and edit emails, messages, or other written communication.
- Schedule appointments, meetings, and events.
- Set reminders for important tasks and deadlines.

EDUCATIONAL BACKGROUND:

- ALX Africa - Software Engineering - Dec 2023 to Date
- Cloudfactory Kenya Ltd - Certificate in AI Training - Jan 2021
- Samasource Kenya Ltd - Certificate in AI Training - March 2020
- Garden of Hope Foundation - Certificate in Computer Packages - Jan 2019 to May 2019
- Modules: MS Excel, MS Word, MS PowerPoint, MS Access, Internet

REFEREES:

Barton Henry Okullu

Human Resource Director

Nisq Business Solution

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