

# SAIBUL ISLAM

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## SUMMARY

Experienced content and research professional skilled in crafting audience centric narratives, driving communication strategies through content writing, moderation, and user engagement analysis. Strong collaborator with excellent communication skills, attention to detail, and adaptability. Embracing continuous learning, recently started web development, ready for challenges and new opportunities.

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## EXPERIENCE

### Content researcher, Sutherland Global, Chennai

Jun 2024 - **Present**

- Experienced in **creating user-focused troubleshooting content** by simplifying complex technical information into clear, accessible language using **LLMs**.
- Proficient in **reviewing machine-generated and human-generated content** to ensure accuracy, consistency, and relevance.
- Skilled in authoring and publishing structured self-help articles with **Oxygen XML Editor**.
- Adept at conducting **comprehensive research with CAM tools** to diagnose and resolve client issues efficiently.
- Strong ability to leverage **open-source and manufacturer resources** to develop high-quality, informative support content.

### Web development, Self learning, Madurai

Jun 2025 - **Present**

- Enthusiastic about learning new technologies with a strong interest in coding.
- Gained hands-on experience in **HTML, CSS, JavaScript, Git, and GitHub**.
- Created a **responsive landing page** using HTML and CSS.
- Built a functional to-do list application with JavaScript.
- Used **Visual Studio Code** for development and project management.

### Content reviewer, Genpact, Hyderabad

Jun 2022 - Jun 2024

- Ensured accurate labeling of sensitive content by analyzing trends and user behavior.
  - Maintained 99% accuracy in moderation with strong proofreading and attention to detail.
  - Contributed feedback in team meetings to enhance workflows.
  - Awarded for exceptional accuracy and quality contributions.
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## EDUCATION

Jamal Mohamed College, Bharathidasan University, Trichy  
Bachelor Degree, B.Sc Hotel management and catering science

2013 - 2016

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## SKILLS

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|-------------------|-------------------------|----------------------------|
| • Oxygen XML      | • Adobe Premiere pro    | • Canva designing          |
| • Content writing | • Adobe Photoshop       | • Basics Digital marketing |
| • Microsoft Excel | • Microsoft Power point | • Fundamentals of Python   |
| • HTML & CSS      | • Git & GitHub          | • Content creating         |
| • JavaScript      | • Visual Studio Code    |                            |