

GOBIND NARAYAN BHARDWAJ

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IN Profile- <https://www.linkedin.com/in/gobind-narayan-bhardwaj-ab699562/>
Blog: <https://gobindnarayan.wordpress.com/blog/>

An organized, detail oriented, able worker having zeal to accomplish the objectives and contribute to the growth of the organization by making an impact in the projects, strategize and prioritize to work effectively and efficiently. With an experience of 4+ years, gained expertise in multiple processes related to DE, EN customers and Clients. **Ready to relocate anywhere around the globe.**

WORK EXPERIENCE

LINKEDIN, BANGALORE, INDIA

27/05/2019 - Present

(On the payroll of Mayflower Language Services Pvt. Ltd. / Summa Linguae Technologies)

Process: Trust and Safety

Designation: Content Review Associate, German Language

- Handling, labeling, reviewing content for critical AI/ML classifiers in DE and EN
- Proactive investigation of fake accounts, improving the quality of data on the LinkedIn platform by actively reviewing and labeling content like images, posts, videos, articles, and comments to ensure it adheres to LinkedIn's Terms of Service
- Keeping an eye on Fraud accounts and ATOs to provide better exposure to the LinkedIn users.
- Warning / Restricting user for their unethical behavior on the platform.

TATA CONSULTANCY SERVICES, CHENNAI, INDIA

02/07/2018 – 29/04/2019

(On the payroll of Foray Software Pvt. Ltd.)

Designation: German Translator

- Translation of technical documents through SDL Trados from German to English and vice versa
- Contribution to knowledge management related to the translation team.
- Knowledge enhancement in banking, digital banking, worked under agile and scrum methodologies.
- Received an Award for achieving 200% translation goals in November 2018.

AMAZON DEVELOPMENT CENTRE (INDIA) PVT. LTD., HYDERABAD, INDIA

04/07/2016 – 23/04/2018

Process: BRI (Buyer Risk Investigation)

Designation: TRMS Investigator-German

- Profile required deep dive analysis of the DE and EN buyer account which falls under Risk category.
- Interacted with DE and EN customers for the confirmation regarding their orders.
- Coordinated with Abuse Team effectively for fraud specific cases.
- Analyze and take the appropriate enforcement action as per the SOPs.

Process: MRI (Merchant Risk Investigation)**Designation: TRMS Investigator-German**

- Analyzed DE and EN sellers according to their performance to avoid risks.
- Block / unblock the seller's account as per their activity on Amazon.de.
- Direct Interaction with DE and EN sellers for their confirmation regarding pending / confirmed orders.
- Coordinated with Seller Support Team effectively for further investigation.

Additional Contributions:

- Received Award for 100% MYS for a quarter at Amazon.
- Received "Spot Award" for resolving maximum cases for a month within my team at Amazon.
- Won Third prize in Graffiti Competition at Amazon in December 2016 (Peak season)
- Participated in Graffiti Competition at Amazon in April 2017.
- Prepared and sent daily login/logout reports for the available investigators.
- Maintained Leave tracker within the team to maintain the shrinkage and SLA's.
- Taught German to College/school students from Jan 2016 to May 2016 and Dec 2018 to Jan 2019

EDUCATION

Graduation**07/2013 – 05/2016**

BA (hons.) in German Studies

Expertise:- Language, Literature, Linguistics and translations

Central University of Gujarat, Gandhinagar, Gujarat, India

Languages known:

- Hindi - Native
- English - Fluent
- German - Advanced (B2.2)
- Gujarati - Basic