

ALGANI JHANSI RANI

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Career Objective

To pursue a career in a visionary team and to develop myself with the company with aims at achieving targets successfully, provide me exposure to the work culture and offer me challenges as well as opportunities for my career advancement in the technical field.

Professional Summary

- Worked on all types of High- End user escalations across Globe.
- Handling users via calls and chats on their Facebook marketing and Ads management.
- Investigate and solve user issues that is reported for account support and safety flag for action and resolve within agreed up on turnaround time & standards of Quality.
- Escalate the concern to respective team if user is not satisfied with the response shared and follow up with user over email accordingly.
- Prioritizing High end User escalations without any misses on TAT.
- Ability to understand the severity of policies and process.
- Excellent verbal and written communication skills and the ability to interact effectively with users and Project team members.
- Strong organizational and time management skills and able to manage multiple priorities in a fast paced environment.

Work Experience

WORK EXPERIENCE:

May 12/2022 to Present

Concentrix Daksh services India PVT ltd

Client: YouTube

- 1, Handled complaints and reports with respect to users and community.
2. Interpret and apply complex policies and guidelines to content by understanding the review policies and guidelines Anal.
3. Identify improvement opportunities in workflow by using daily data analysis and suggest solutions
4. Analyze the risk level of incidents and assess the safety status of the community and products.

GENPACT PVT LIMITED

Duration; 13 Dec 2019 to 17 May 2022

Client: Facebook

Domain: Media and Entertainment

Tools: SRT Tools and YURT Tools, Familiar with SRT Tools and YURT Tools

WIPRO BPS Limited, Hyderabad**Duration:** Feb 6, 2018, to 16 Aug 2019.**Client:** Google**Process:** Google Products (G+)**Designation:** Senior Associate.**Project Title** : **ACE (G+)** YouTube

Organization : Wipro BPS (#GOOGLE)

Technical Skills : Basic and Operational Knowledge on Internet, Proficiency in MS Excel

Domain : Media and Entertainment

ROLE AND RESPONSIBILITIES:

- Working on the User Generated Content (UGC) throughout the world.
- Reviewing photos and videos that is uploaded by users.
- Performing a survey according to policy and giving the verdicts (Ex: Visibility and Age-Gating etc.)
- Understanding the client requirement and user needs globally not locally.

Achievements

- Given the opportunity to work on critical Clients and have completed within the stipulated time.
- Best Performer for consecutive 6 months in 2021.
- Received RnR (Rewards and Recognition) consecutively for the month of June in 2019.
- Handled other projects like Janata which was directly monitored by FTE.

Strengths and Skills

- A self-motivated Team player with strong communication, analytical, relationship management and Problem solving skills.
- Adaptable for any type and size of program/Project
- Strong debugging/diagnostic and analytical skills especially in Quality of the product.

Academia

- B.Com Computers (2017) from Siddhartha Degree College with 72 %.
- Intermediate in M.E.C (2014) from NRI Junior College with 87 %.
- S.S.C (2012) from Tagore's High School with 90 %.

Personal Details

Name : ALGANI JHANSI RANI
D.O.B : 15-08-1995
Father's Name : A.RAJU GOUD
Gender : Female
Marital Status : Unmarried
Languages known : English, Hindi & Telugu
Address : H.No-27-38 Gandhi Nagar, chintal Idpl colony, Hyderabad, 500055

I hereby declare that all the information provided in this application is factual & correct to the best of my knowledge & belief.

Date:

Place: Hyderabad

(ALGANI JHANSI RANI)