



SHAIK HYDER

Team Lead

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6-2-352, Hussainipura,
Karimnagar-505001, Telangana

EDUCATION

Bachelor of Computers

JNTUH University

2011 - 2015

EXPERTISE

CCNA (R & S) ID:-CSCO12862758

Team Management Skills

People Management Skills

Worked on O.S : LINUX, WINDOWS
XP, 7, 8, 10, 11

Languages Basic Knowledge:
C, C++, Java, SQL, C#, .NET.

Social Media Content Reviewer

LANGUAGE

English

Urdu

Hindi

Telugu

Experience

Feb 2022- Present

Google Via Tech Firefly PVT. LTD - HYD

Team Lead

- Lead one of Indian Team with 52 Agents reviewing and rating Ads for Google platforms. Responsible for managing administrative and operational work, manage, track and report individual and team productivity and scores
- Utilization, ensure team motivation and welfare and onboard new hires.
- Support with other work flow processes.
- Skills: Team Leadership Problem Solving Multitasking Team Management Content Management Communication

2019 - 2021

Facebook via Genpact PVT.LMD - HYD

Process Associate (Content Moderator)

- Reviewing advertisement content and filtered that with the help of given guidelines provided by the stakeholders and which is been displayed on different platforms of google made sure to keep up the good quality scores
- productivity and Utilization every week.
- Worked on these languages - English, Hindi, Telugu, Urdu
- Skills: Content reviewer Content Analysis Content Management

2016 - 2017

Al-Rajhi Via Arabic Computer System - K.S.A

IT Support Engineer

- Installing and configuring computer hardware operating systems and applications
- Monitoring and maintaining computer systems and networks
- Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults And Replacing parts as required
- Providing support, including procedural documentation and relevant reports
- Setting up new users' accounts and profiles and dealing with password issues
- Responding within agreed time limits to call-outs
- Working continuously on a task until completion (or referral to third parties, if appropriate);
- Prioritizing and managing many open cases at one time
- Rapidly establishing a good working relationship with customers and other professionals, such as software developers

Personal Information

- Date of Birth : 10 May 1992
- Passport No : V4052910
- Driving License : Saudi & Indian Driving License.
- Vaccine Status : Covishield (2 Doses Completed)