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# SANTHOSHI RANI AKKALADEVI

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## Summary

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience. Responsible and motivated student ready to apply education in the workplace. Offers excellent technical abilities with software and applications, ability to handle challenging work, and excellent time management skills.

## Skills

- Microsoft Word
- Reliable and Trustworthy
- Teamwork and Collaboration
- Excellent Communication
- System Analysis

## Experience

AMAZON | BANGALORE, INDIA

**Catalog Specialist**

07/2022 - 07/2023

- Reviewed, updated and corrected item descriptions in the catalog system.
- Implemented process improvements for efficient data entry into the system.
- Fast-paced, dynamic and proactive, Prime-Video, Compliance, Trust and Safety is dedicated to ensuring that Prime Video is a place for viewers and creators around the world to belong, create and express themselves.
- Whether understanding and solving their online content concerns, navigating within global legal frameworks or enforcing worldwide policy, the compliance team is on the front lines of enhancing the PV experience and protecting free speech in our ever-evolving digital world.
- As a Catalog Specialist, should be responsible for working with a global team of Policy, Program, Engineering, Legal and other teams to prevent violating content from appearing on PV, with cutting edge tools and technology, should evaluate abuse trends and quality and develop workflows and processes that maintain our quality/community guidelines.
- Operates should review decisions about the appropriateness of different content, including considerations of cultural and political sensitivities. This role will require on call work on weekends on a rotational basis.

### ROLES AND RESPONSIBILITIES:

- Passionate about working cross-functionality, thinking strategically and keeping our users safe while protecting free speech.
- Manage day-to-day PV Compliance Trust & Safety Operations through content moderation and data labeling activities.
- Influence & execute the compliance strategy and drive the operations roadmap with cross-functional teams and drive continuous improvement.
- Gather, Analyze and Utilize relevant data develop ways to improve the overall PV user experience.
- Research and stay up-to date on key trends and suspicious patterns across

policy areas.

- Participated in Calibrations, Weekly refreshers meeting with SME and discussing key-points.
- Review of controversial, sometimes offensive rotation as well as after-hours and weekend duty when necessary.
- Be a compliance subject matter expert for the company and maintain expertise by regularly performing operational core work, handling escalations and quality audits.

## Education and Training

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APSP 4th BN ENGLISH MEDIUM HIGH SCHOOL | INDIA

**B.TECH** in Electrical Engineering

05/2016

- Honor Roll [Semester and Year]

## Languages

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**Telugu:** First Language

**English:** C2

Proficient