

## **Content Analyst**

**Aasha Pulalarevu**

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### **Professional Summary:**

- Around 2.7+ Years of Experience as Content Moderator (Geo Content Reviewer).
- An adaptable, well organized and enthusiastic content analyst who is motivated to hard work.
- Dedicated customer care associate talented at processing high volumes of error free transactions and meeting departmental goals.
- Experience in few different professions taught multitasking, not afraid of new challenges. Proficient in managing conversational flow and diffusing difficult customer situations.
- Would like to use and enhance his knowledge and talent for the development of both the organization and himself.

### **ABILITIES:**

- Content Analyst.
- Management
- Leadership
- Project Management
- Strategic Planning
- Productive in independent and collaborative work
- The ability to work under pressure and handle challenging
- Quick learner about project related updates
- The ability to lead and motivate a team
- Flexible and adaptable situations

### **SKILLS**

- Advanced Excel
- Google Spreadsheets
- Google Slides
- Presentation Skills
- Power BI
- Basic Java

### **PROFESSIONAL EXPERIENCE:**

**Client: Google, Hyderabad (Accenture Pvt. Ltd)**

**Mar 2020 -**

**Present**

**Role: Geo Content Analyst**

#### **Responsibilities:**

- Reviewing and analyzing the content following the instructed steps.
- Evaluating the content and applying violates policy according to the Community Guideline policies.
- Co-opting with QAs & trainers in case of any doubt / explanation of the updates which helps the team to take the right decisions.
- Checking the knowledge base persistently to be fully aware of any changes/ recent updates.
- As a policy expert, Providing a constantly support to other agents whenever needed.
- Introducing new ideas which could help the team and the work environment.
- Continuously upgrading my skills by the company learning platform to boost & develop my career path.

- I was responsible for analyzing, researching and correcting Business Listings on Google Maps, based on user reports
- Identifying all content currently live on website. Reviewing each piece of content. Then identifying what content needs to updating, deleting or created.
- Identified process gaps, determined solutions and implemented updates to drive efficiency improvements
- Identifying latest trends added by the spammers and send mail for specialist team
- Stay on top of all streaming/technology trends on the various platform
- Work with product development team to maintain and enhance content management system

### **Achievements:**

- Employee of the month
- Performance Appreciation from Client
- Best performer award for the good production & quality
- Spot award (Given innovation ideas for process)

### **Education**

- Completed Bachelor technology in **Electronics & Communication Engineering** in 2017 with 65% in Intel Engineering College

### **PERSONAL PROFILE:**

|                   |   |   |
|-------------------|---|---|
| Father's name     | : | P Satya Narayana Reddy                                    |
| Mother's name     | : | P Vimala  |
| Date of Birth     | : | 14/06/1996  |
| Gender            | : | Female  |
| Marital Status    | : | Single  |
| Nationality       | : | Indian  |
| Permanent Address | : | D/No:1/83 Rachanapalli, Anantapur, Andhra Pradesh-515004. |
| Known Languages   | : | English, Telugu   |

**Reference: Based On Request**