

**MD ABDUL HADI**

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**OBJECTIVE:**

To work as a professional and to be associated with an organization that provides me as an opportunity to show my skills, improve my knowledge with the latest trends to be part of the team that works dynamically towards the growth of the organization.

**QUALIFICATION:**

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| --- | --- | --- |
| **Qualification** | **Specialization** | **University/Board** |
| B.COM | Computers | Sri Arunodaya degree College Satavahana University |
| Intermediate | C.E.C | Govt. Junior College(B.I.E) |
| SSC |  | Iqra High School(B.S.E) |

**EXPERIENCE:**

Company Name: Concentrix Daksha Pvt Ltd.

Client: YouTube Trust&Safety

Designation: Process Associate

Duration: August 2022 to Present

**RESPONSIBILITIES:**

* Review content and provide solution based on prescribed guidelines.
* Review the reported content within agreed SLA times and standards of quality.
* Identify inefficiencies in workflows and suggest solutions
* Maintain a thorough understanding of process and policies
* Analyze and identify content on creator channels that is not in compliance with requirements
* Make well-balanced decisions and help resolve inquiries according to defined policies and procedures
* Serve as an advocate for the user community
* Investigate and resolve issues that are reported on such as requests for account support and reports of potentially abusive content
* Recognize trends and patterns, and escalate issues outside policy
* Fulfil base productivity and quality requirements of the client
* Respond to user inquiries with high quality, speed, empathy, and accuracy
* Identify inefficiencies in workflows and suggest solutions.

**COMPUTER SKILLS:**

* Hardware
* Internet browsing
* Familiar with MS office

**STRENTHS:**

* Sincere and Hard worker.
* Creativity and Honest.
* Positive attitude towards learning.
* Sometimes, I end Up spending much time to get everything perfect.

**PERSONAL DETAILS:**

Name **:** MD ABDUL HADI

Father’s name **:** MD ABDUL WAHEED

Date of Birth **:** 28th FEB 1998

Gender **:** Male

Marital Status **:** Un-Married

Address **:** 9-4-61/147/A/1, Meraj colony ,Tolichowki, Hyderabad-500008.

Languages Specialist **:** Urdu, English &Telugu.

**DECLARATION:**

I hereby declare that all the information furnished here is genuine and true to the best of my knowledge.

**(MD ABDUL HADI)**