Anjali Chawla

Representative operations(Content Moderation)

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To obtain position where I can use my experience for the organization. Hardworking, willing to lend a hand at any time and complete tasks with enthusiasm. Engaging and personable with the ability to improve quality control and provide dedicated service to the client.

# EXPERIENCE

### Representative Operations(content moderation) At Concentrix .

### Youtube Process -Oct 2021 – April 2023

* Managed the content of Youtube Kids to ensure brand consistency across all platforms.
* Ensured that all content was in line with company guidelines and best practices for SEO, CRO, etc.
* Make sure that content is accessible and usable for kids users, whether they’re on a mobile device or a desktop computer.
* Ensured that all published content met the company’s quality standards by reviewing it against a checklist of criteria.
* Also done review request of adult content .
* I have done Shadow session with the client where I have given brief clarification about the policy and docs.
* Achieved Aabhar certificate for best performance.
* From December 2022 was working in new process named MRT (Minor Racy Theme )
* MRT was growing process and few members got the opportunity to work in this and I was one of them.

## Team member at Heights Bpo pvt ltd

## Yes bank credit cards Process – April 2019 –April 2021

* Scheduled calls for Yes bank Credit Card.
* Setting appointment with the customer.
* Developed and maintained lasting customer relationships as result of quick turnaround and strong communications skills.
* Manage the Emails as well as verifying customer KYC.
* Solving Customers queries through mails & Calls

**EDUCATION**

* BCOM Graduate from Jodhpur University.
* 10+2 from CBSE from kamal Public School
* Intermediate from Kamal Public School.

# SKILLS

* Microsoft office Suite.
* Coordinating Skills.
* Communication Skills.
* E-mail Writing

**STRENGTHS**

* Dedicated and Hardworking
* Quick Learner
* Goal Achiever
* Positive Attitude
* Quick decision making

**PERSONAL DETAILS**

* Date of Birth – 3rdh May
* Current Address – C-429 Top floor C-block Vikas Puri New Delhi – 110018
* Nationality – Indian
* Marital Status – Single

{Anjali CHAWLA)

Date: