

Alok Sharan Singh



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SKILLS

Technical Skills: Typing Speed (50+ WPM), Data Entry, Content Moderation, Google Sheets, MS Excel, CMS Tools

Tools & Platforms: Slack, Zoom, Gmail, Trello, Google Drive

Communication Skills: Chat Support, Email Communication, Hindi & English Proficiency, Professional Tone

Soft Skills: Time Management, Attention to Detail, Remote Work Discipline, Team Collaboration, Problem Solving

EXPERIENCE

MODERATION Executive (Remote), Moj (ShareChat), India

May 2024 – Dec 2024

- Reviewed and evaluated 2500+ short-form videos daily to ensure compliance with platform's content guidelines and community standards.
- Identified and flagged inappropriate, sensitive, or policy-violating content across various regional categories.
- Logged moderation actions using internal CMS tools and participated in feedback loops to improve AI content detection.

Chat Support Assistant (Remote), Social Cafe Games

Jan 2025 – Jun 2025

- Provided real-time customer support via chat, addressing inquiries, resolving technical issues, and assisting with account-related queries.
- Ensured high customer satisfaction by delivering prompt, clear, and professional responses.
- Collaborated with the QA and development teams to report bugs and suggest improvements in the gaming platform.
- Maintained accurate records of customer interactions and escalated unresolved cases to senior support staff.

PROJECTS

Smart Garbage Detection and Classification System Using Deep Learning

- Developed a deep learning-based system to automatically detect and classify garbage types (plastic, organic, metal) using the **YOLO object detection** algorithm.
- Integrated image processing and real-time detection to enhance waste identification speed and accuracy.
- Aimed to support smart city initiatives by enabling intelligent waste segregation and management.

ACHIEVEMENTS

- Successfully managed over **50,000+ content reviews** within tight turnaround times at Moj (ShareChat).
- Maintained **98% accuracy** in content moderation based on results from internal audits.

VOLUNTEERING

Student Volunteer, Guinness World Records Event

June 2018

- Led crowd coordination efforts during the Guinness World Record Yoga event in Kota with **1.05+ lakh participants**.
- Worked with **4,000+ volunteers** under the guidance of **Baba Ramdev** and presence of **CM Vasundhara Raje**.

EDUCATION

Bihar Engineering University

August 2021 – May 2025

B.Tech in Electronics and Communication Engineering | CGPA: 6.98

Supaul, Bihar