

Jennyfer Constanza

6265565577 | jennyferislas@gmail.com | Encino, CA

Education

University of California, Berkeley | Berkeley, CA

Sociology

- Relevant Coursework: Statistics, Evaluation of Evidence, Economy and Society, Organizations and Social Institutions, Approaches to Peace and Conflict, Sociology of Gender and Culture

University of California, Los Angeles Extension | Los Angeles, CA

Full Stack Web Development

- Continuing my education in coding to fortify my skills in computer science fundamentals and web development. Includes MySQL, REACT, Javascript, Node.js, CSS, Git and GitHub.

Skills

Spanish - reading, writing, and oral communication, Google Suite, Microsoft Suite, Data Collection and Analysis, Audit Reporting, Root Cause Analysis, Framework Design and Development, Improvement Recommendations, Policy Development, Quality Control Tests, Documentation Review

Experience

Google via Vaco | Remote, CA

Content Analyst | 08/2023 - Present

- Reviewed and analyzed advertisements submitted by advertisers to ensure they comply with Google's policies, guidelines, and local regulations.
- Utilized moderation tools and technology to evaluate the content of ads, images, and landing pages.
- Made informed decisions based on established guidelines and data-driven insights to approve or disapprove ads.
- Collaborated with cross-functional teams to identify emerging trends, policy violations, and areas for improvement in the moderation process.
- Provided feedback to internal teams on policy effectiveness and potential areas of adjustment.
- Participated in regular training sessions to stay updated on policy changes and industry trends.
- Escalated complex or ambiguous cases to senior analysts or policy specialists for resolution.
- Maintained accurate records of moderation decisions and communicate with advertisers when necessary.
- Contributed to the continuous improvement of moderation processes and tools by providing insights and suggestions.

TikTok via Vaco | Remote, CA

Quality Assurance Analyst | 08/2022 - 08/2023

- Developed, edited, and updated comprehensive project manuals and training documentation for a large team of content moderators, achieving stakeholders' KPI targets.
- Trained and provided leadership to the team, ensuring adherence to proper QA standards and enhancing overall performance.
- Facilitated regular communication channels with management, stakeholders, and the moderator team to discuss quality trends, address concerns, and implement improvement strategies.
- Identified integration issues and vulnerabilities, meticulously documenting them and providing actionable recommendations for enhancement.
- Conducted internal audits to assess compliance with established QA standards, enabling continuous improvement initiatives.
- Maintained and updated policies, procedures, work instructions, and projects aligned with quality and continuous improvement agendas.
- Utilized a quality monitoring system to compile and track individual and team performance, driving accountability and progress. Successfully increased overall team KPIs, consistently meeting and exceeding stakeholder's targets

TikTok via Vaco | Remote, CA

Trust and Safety Specialist | 08/2021 - 08/2022

- Collaborated with the Trust and Safety team to contribute insights and suggestions for improving content policies and moderation processes.

- Monitored and enforced company policies and guidelines to ensure adherence to community standards and legal regulations.
- Reviewed and evaluated user-generated content to identify and remove harmful, inappropriate, or violative materials.
- Identified potential risks and emerging threats to user safety and take proactive measures to address them.
- Analyzed user data and patterns to identify trends, common issues, and potential areas of improvement.
- Up-to-date with industry standards, legal requirements, and best practices in trust and safety, ensuring our platform remains compliant with all regulations.

Daiso | Emeryville, CA

Assistant Manager | 05/2018 - 10/2021

- Collaborated closely with the store manager to formulate effective strategies aimed at achieving sales and profit goals, resulting in a significant 4% increase in sales and profits that consistently met the company's expectations.
- Enforced company policies and procedures to ensure consistent adherence and strengthen operational standards across all departments.
- Provided mentorship and guidance to the staff, fostering skill development and empowering them to achieve daily targets through hands-on and motivational leadership.
- Implemented inventory control measures to effectively manage stock levels, optimize cost management, and meet customer demand efficiently.
- Developed and implemented comprehensive training processes for newly hired employees, while also overseeing the supervision of department managers, shift leads, and production personnel.

Kumon | Oakland, CA

Educator | 12/2019 - 12/2020

- Conducted one-on-one and small-group instructional sessions to guide students through their Kumon assignments in math and/or reading.
- Followed the Kumon curriculum and methodology to provide students with appropriate learning materials tailored to their skill level.
- Regularly assessed and recorded students' progress, identifying areas where they may need additional support or challenges.
- Provided constructive feedback and positive reinforcement to students, encouraging them to develop self-learning skills and maintain motivation.
- Maintained an orderly and conducive learning environment, ensuring students stay focused and engaged during their study sessions.
- Kept parents informed of their child's progress, strengths, and areas for improvement through regular progress reports and meetings.
- Collaborated with students and parents to set individual learning goals and track progress towards achieving them.

Ume Yoga | Oakland, CA

Front Desk Manager | 12/2018 - 12/2019

- Managed class check-ins, process registrations, and handle payments accurately using our studio management software.
- Maintained the class schedule, handle class reservations, cancellations, and changes efficiently.
- Addresses client inquiries, concerns, and feedback professionally and promptly, providing resolution or escalating issues as needed.
- Assisted clients with membership options, renewals, and upgrades, promoting the benefits of our membership programs.
- Oversaw retail merchandise sales, restocking inventory, and promoting products to enhance the client experience.
- Collaborated with yoga instructors and other studio staff to ensure a seamless flow of classes and events.
- Assisted in promoting studio events, workshops, and promotions through in-studio materials and social media platforms.
- Handled administrative duties, including filing, record-keeping, and maintaining client databases.
- Coordinated training for front desk staff, ensuring they are well-informed about studio policies, procedures, and class offerings.

Juice Originz | Berkeley, CA

Operations Manager | 08/2017 - 12/2018

- Implemented cost-saving initiatives to reduce overhead costs.
- Managed the operations of a large team, overseeing daily activities and long-term projects.
- Ensured effective communication among staff members by providing training when necessary.
- Analyzed financial data to identify trends and develop solutions that improved profitability.
- Maintained accurate inventory records while ensuring optimal stock levels at all times.
- Created and enforced policies and procedures to support compliance.