



# KENNETH BRIAN D. CORTES

## Content Moderator

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## PROFESSIONAL SUMMARY

Detail-oriented and experienced Content Moderator with over 10 years of experience in digital content review, online community safety, and back-office operations. Adept at identifying policy violations, managing sensitive data, and ensuring accuracy under tight deadlines. Proven ability to work independently, handle high-volume tasks, and maintain high quality standards.

## PROFESSIONAL EXPERIENCE

2021 - 2025

### Content Moderator

the COOL Company (Insticator Inc.)

- Monitor websites for offensive, spam, or policy-violating content to maintain safe online communities.
- Removed inappropriate content in real-time, ensuring compliance with moderation guidelines.
- Managed a small internal data project (DataFinder) to improve content classification.
- Trained in Email Support operations and assisted with internal process documentation.

2020 - 2021

### Email and Chat Support

TELUS International Philippines

- Resolved customer issues via email and chat, focusing on technical, account, and fraud-related concerns.

2019 - 2020

### Lead Qualification Specialist

TELUS International Philippines

- Identified valid business leads and categorized data for internal use.
- Maintained high accuracy and quality across all assigned tasks.

2016 - 2018

### Senior Processing Executive

Cognizant Technology Solutions Philippines Inc.

- Analyzed user content and flagged potential violations based on company policies.
- Reviewed user-generated content including hashtags, verified accounts, and repeated uploads.
- Appointed as Secondary Reviewer and a Coach.

2012 - 2016

### Image Content Moderator

SYKES Asia Inc.

- Reviewed and assessed uploaded and linked images for policy compliance.
- Selected as an Ambassador for Image Review operations and supported game-related moderation projects.

## SKILLS

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- Data Entry & Management
- Content Moderation & Online Safety
- Fraud Detection & Investigation
- Email & Chat Support
- Attention to Detail
- Quality Assurance & Process Improvement
- Critical Thinking & Decision Making
- Time Management
- Tools: MS Office, Google Workspace

## EDUCATION

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2011	<b>Bachelor of Science in Information Technology</b> STI College Global
2007	<b>Diploma in Information Technology</b> STI College Global

## CERTIFICATIONS & SEMINARS

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March 24, 2011	<ul style="list-style-type: none"><li>• <b>Personality Development</b></li><li>• <b>Enhancing Communication Skills</b></li></ul> STI College Global
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## REFERENCES

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Available upon request.