

# 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.

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### 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

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

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

Available upon request.