

KENNETH BRIAN D. CORTES

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Location: [Taguig, Philippines] | Work Preference: Remote / Hybrid

PROFESSIONAL SUMMARY

Results-driven Content Moderator & Back-Office Specialist with 10+ years of experience ensuring online community safety, enforcing policy compliance, and managing high-volume digital operations. Skilled in Trust & Safety, fraud detection, and data accuracy with a proven track record of meeting tight deadlines while maintaining 99%+ quality scores. Experienced in remote work environments, cross-functional collaboration, and process improvement initiatives.

CORE COMPETENCIES

- Content Moderation (Text, Image, Video)
 - Trust & Safety Policy Enforcement
 - Fraud Detection & Investigation
 - Data Entry & Management
 - Quality Assurance & Process Improvement
 - Email & Chat Support
 - Critical Thinking & Decision Making
 - Tools: MS Office, Google Sheets, Jira, Slack
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PROFESSIONAL EXPERIENCE

Content Moderator – the COOL Company / Insticator Inc. | Remote (2021-2025)

- Reviewed and removed policy-violating and harmful content across multiple platforms, maintaining 99%+ accuracy.
- Led a small internal project (DataFinder) to improve classification efficiency, reducing misclassification rates by 15%.
- Documented moderation processes and trained team members in email support operations.

Email & Chat Support Representative – TELUS International Philippines (2020 – 2021)

- Resolved technical, account, and fraud-related inquiries with high first-contact resolution rates.
- Consistently ranked among top 10% of agents for quality and response time.

Lead Qualification Specialist – TELUS International Philippines (2019 – 2020)

- Validated and categorized business leads, improving data quality for sales teams.
- Maintained 100% compliance with internal data accuracy standards.

Senior Processing Executive / Coach – Cognizant Technology Solutions Philippines Inc. (2016 – 2018)

- Moderated user-generated content and enforced policy compliance across multiple social media channels.
- Appointed as Secondary Reviewer and promoted to Coach, overseeing performance of new hires and language specialists.

Image Content Moderator – SYKES Asia Inc. (2012 – 2016)

- Reviewed uploaded and linked images for community and policy compliance.
- Selected as Ambassador for Image Review Operations, supporting special game-related moderation projects.

EDUCATION

Bachelor of Science in Information Technology – STI College Global, 2011

Diploma in Information Technology – STI College Global, 2007

CERTIFICATIONS & TRAINING

Personality Development & Enhancing Communication Skills – STI College Global

REFERENCES

Available upon request.