

KENNETH BRIAN D. CORTES

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

PROFESSIONAL SUMMARY

Results-driven Content Moderator & Trust & Safety Specialist with over 10 years of experience ensuring online community safety, policy compliance, and accurate data management. Proven ability to handle high-volume content reviews with 99%+ accuracy while meeting strict deadlines. Skilled in fraud detection, quality assurance, and process improvement, with expertise in remote and cross-functional team environments.

CORE COMPETENCIES

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

PROFESSIONAL EXPERIENCE

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

- Reviewed and actioned policy-violating content across multiple platforms, maintaining 99%+ accuracy.
- Led the DataFinder project, improving classification efficiency.
- Created and updated moderation SOPs; trained in email support.
- Collaborated with moderation team to identify and address emerging content risks.

Email & Chat Support Representative – TELUS International Philippines | 2020 – 2021

- Resolved technical, account, and fraud-related inquiries with 90%+ first-contact resolution.
- Consistently ranked in the top 10% of agents for quality and response times.
- Documented common solutions to streamline future ticket resolution.

Lead Qualification Specialist – TELUS International Philippines | 2019 – 2020

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

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

- Moderated user-generated content, ensuring compliance across multiple platforms.
- Promoted to Coach; supervised and mentored new hires and language specialists.
- Served as Secondary Reviewer, boosting accuracy rates through quality checks.
- Developed performance tracking tool for team efficiency.

Image Content Moderator – SYKES Asia Inc. | 2012 – 2016

- Reviewed and approved images for policy compliance and community guidelines.
- Served as Ambassador for Image Review, supporting game-related 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.