

Yashaswi Kashozhala

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Objective:

Acquiring a good position in the organization, where I can prove capabilities and knowledge in the growth of an organization with efficiency and strong dedication.

EDUCATION:

- B. TECH- ECE- Gurunanak institute of technical campus - 2016
- MPC -IPE- SR EDUCATIONAL SOCIETY-2012
- SSC - Narayana institutions -2010

EXPERIENCE:

WORKED WITH GENPACT INDIA PRIVATE LIMITED AS A CONTENT MODERATOR (3 years)

- Monitor and moderate user-generated content on various online platforms, including social media platforms, forums, and websites.
- Enforce community guidelines, terms of service, and content policies to maintain a safe and engaging environment for users.
- Review and assess reported content for violations and take appropriate actions, such as warning users, removing content, or escalating issues to the appropriate teams.
- Collaborate with cross-functional teams, including legal, customer support, and product development, to address user concerns and implement improvements to content moderation processes.
- Stay up-to-date with industry trends and emerging issues related to content moderation, and provide recommendations for enhancing policies and procedures.

WORKED WITH ACCENTURE FOR THE GOOGLE CLIENT FOR (1.5 YEARS)

- GOT PROMOTED AS QUALITY ANALYST IN THE SPAN OF 3 MONTHS.
- I USED TO HANDLE A TEAM TO CONDUCT REGULAR FEEDBACK SESSIONS FOR AGENTS WITH THE HELP OF ROOT CAUSE ANALYSIS
- TO CONDUCT CALIBRATION SESSIONS WITH OPERATIONS AND TRAINING TEAM
- GENERATING WEEKLY AND MONTHLY REPORTS FOR THE TEAM

Computer skills:

- Microsoft office (word, excel, PowerPoint) & operating system knowledge (LINUX)
- Basics of Python
- Basics of SQL
- Cloud technologies: AWS (VPC, EC2, S3, cloud watch, RDS, IAM, lambda function, cloud formation, API gateway, CDN, Route 53)

Soft Skills:

- Communication skills
- Positive attitude
- Listening skills
- Problem solving skills
- Desire to learn
- Leadership Quality