

# K M Shivraj

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## Objective

Skilled Customer support executive as a email moderator to make MailChimp users feel secure while using our service is part of our objective to deliver an amazing customer service and experience in watching, reading, hearing of contents which are graphic, violent, sexual, or egregious nature, and take appropriate actions on the emails based on the defined policies and attend meetings with clients to understand the policies and the impact of violation on end users. I am psychologically resilient and willing to be the Guardian of the Internet.

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## Experience

- **Elcamino software private limited** December 2019 - December 2021  
Content Moderator(Email)
  - Worked as Email Support (content Moderator)
  - Making MailChimp users feel secure while using our service is part of our objective to deliver an amazing customer experience to our users.
  - Organize categorize and publish content and information using specific tools and channels.
  - Review classify and/or eliminate highly sensitive content.
  - Review content of a graphic, violent, sexual, or egregious nature such as Adult, Sexual, Abusive, Hate, Derogatory, Illegal Acts, Violence, Death, and Tragedy and take appropriate action
  - Investigate resolve and relay complex content issues to the broader Trust and Safety team within agreed-upon turnaround times and standards of quality Serve as an advocate for the user community
  - Participate in process improvement initiatives that improve quality and efficiency of work
  - Reviewing user reports regarding website content and multiple social media platforms.
  - Participate in continuous training programs and work group discussions for optimal development in the role.

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## Education

- **Shree Guru Thipperudra college Bellary** 2019  
Beachelor of computer Applications  
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## Skills

- Content Analysis
- Quick learner
- Sql
- Microsoft Excel

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## Achievements & Awards

- Recieved TPM (Top Performer of the Month) award from my company (Elcamino So times in span of just 11 months time and Once recieved thesame for two consecutive months.