

Raghu V Biradar Patil

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CAREER OBJECTIVE -

Would like to seek a challenging position in your esteemed organization, where I can apply and strengthen my technical, analytical and management skills through continuous learning while contributing my best to organization growth and self-development.

WORK EXPERIENCE -

Concentrix Daksh Services (Concentrix India, pvt ltd)

Role: Sr. Representative operations, Adviser II, Transactionary Processing (Dev-Appeals (TO)-Content reviewer)

JULY 25, 2022 – Feb 1st, 2025

- Direct communication with developers and advising to fix their violations according to the Play policy guidelines.
- Enforcing Play store content policies and ensuring policy enforcement.
- Managing escalations in the content policy space while ensuring enforcement, written communication and policy analysis.
- Experience in working with abuse, spam, fraud.
- Experience in on product policy analysis and identifying policy risks.
- Experience in using statistical analysis and hypothesis testing Experience in analyzing Machine Learning models performance.
- Analytical skills to frame solutions using data.
- Written and communication and presentation skills with the ability to influence cross-functionality at various levels.
- Detail-oriented, problem-solving and investigative skills.
- Ability to prioritize, multiple functions and tasks, managing time efficiently and navigate ambiguity.
- Ability to operate in a high-paced, changing work environment.
- Ensuring that workflows reflect policy guidelines and work with global vendors to enforcing sensitive policies.
- The launch of new or updated enforcement process solutions across multiple Play Store teams.

EDUCATIONAL QUALIFICATION -

- **SSLC** - BJRS School Manglore (2013) with 70%
- **PUC** - Sathya Sai College, Chikballapur (2015) With 81%
- **Bachelor of commerce** – SDM college, Ujire (2018) With 68%
- **MBA** - Sir MVIT Bangalore (2021) with 65%

SKILLS -

- MS Office (Word, Excel)
- Advanced Excel
- Problem-Solving Abilities
- Presentation/slideshows (PowerPoint)

COURSE CERTIFICATION- Anti money laundering and KYC course

- Review and investigate sanctions.
- Review PEP screening alerts utilizing client screening system [Actimize].
- Internal customer Due Diligence systems.
- Third-party information source like google search, Lexis Nexis [for mostly reviewing individual data of US customer and entity data across the world].
- World check [for negative media screening].

LANGUAGES –

- ENGLISH
- KANNADA
- Hindi
- Telugu
- Tamil