

GOURAB CHAKRABORTY

Contact

- **9395143582**
- **gobs9089@gmail.com**
- **Delhi**

Educations

**B.COM (COMMERCE)
BANKING AND FINANCE**

Assam university

2019-2022

Skills

- Advance Excel
- MS word
- Google sheets
- MS power point
- TALLY

Certification

- Certificate in Financial Modeling
- certificate in Financial analysis

Summary

To work in an organization that challenges me in every step to discover and bring the best out of me. Seeking a management position which provides opportunities to utilize and enhance my knowledge, leadership skills and capabilities towards the attainment of an organizational goal.

Experiences

CONTENT MODERATOR

Concentrix June 2023 - Present

- **Provided feedback to content creators on best practices for creating engaging content.**
- **Monitored user-generated content for violations of community standards.**
- **Performed moderation tasks such as deleting, editing, and suspending accounts.**
- **Investigated complaints regarding inappropriate or offensive material.**
- **Ensured adherence to company guidelines while moderating online forums and social media sites.**
- **Assisted in developing strategies to improve the quality of user experience on the platform.**
- **Evaluated user reports regarding potential violations of terms of service.**
- **Analyzed data related to user engagement and behavior patterns across multiple platforms.**
- **Identified trends in user generated content that could be addressed through policy changes or training programs.**
- **Developed processes to ensure accuracy and timeliness when handling customer inquiries.**
- **Maintained detailed records of all moderation actions taken on a daily basis.**

GOURAB CHAKRABORTY

- 9395143582
- gobs9089@gmail.com
- Delhi

AWARDS & ACHIEVEMENTS

- Awarded with multiple star performer and platinum holder over the year in concentrix.
- After successfully completing one year in the standard position, I have been promoted to Tier 2.
- Responded promptly and effectively to customer queries about moderation decisions.
- Collaborated with other teams within the organization to address issues quickly.
- Provided guidance and support to new moderators in order to ensure high quality standards are met.
- Applied knowledge of relevant laws, regulations, and industry best practices when making decisions about content moderation.