**Ercy Rose Ann Gonzales Din**

**Objective:**

To apply as a full-time productive member where my technical ability, communication and people skills will be useful in any corporation and agency.

**Qualifications:**

* Career oriented and multitasking
* Basic knowledge in Photography
* Project management, flexibility and initiative
* Capable in oral and written communication skills
* Provide great customer service in/through social medias
* Basic knowledge in customer service and content moderation
* Capable in creating art designs (posters, t-shirts, IDs, logo, flyers)
* Willing to work for long hours, on weekends/holidays and under pressure
* Basic knowledge in Microsoft Office programs (Word, Power Point, Excel, Publisher)
* Capable in editing pictures and videos (Adobe Photoshop, Adobe Premier, Sony Vegas)

**Educational Background:**

**Tertiary** Bachelor of Arts in Mass Communication

Far Eastern University-Manila

2009 – 2013

**Achievements:** *TOEIC Passer (2010)*

*3rd Placer in Print Ad Competition (2011)*

*Academic Scholar (2009-2013)*

*Cum Laude (2013)*

**Secondary** Escuela Catolica de San Sebastian

M.H Del Pilar St. Pinagbuhatan, Pasig City

2005-2009

**Achievements:** *3rd and 2nd Placer in Essay Writing*

*With Honors Graduate*

*Recipient of CAL (Computer Assisted Learning)*

**Primary** Pinagbuhatan Elementary School

M.H Del Pilar St. Pinagbuhatan, Pasig City

2005

**Work Experiences:**

**Designation:** Senior Process Executive – DMCA

**Duration:** March 2016 – Present

**Company:** Cognizant Technology Solutions Corp

**Company Address:** Upper McKinley Hills, Taguig City, Philippines

**Account:** TWITTER – MANILA – DMCA

**Job Description:**

* Removal of unauthorized digital copies
* Escalating issues to the proper channels
* Adhere to the Explicit Social Media rules and policies
* Work on the DMCA tool, Vine tool, and Periscope tool
* Measuring and creating reports to keep a track of customer feedback
* Work closely with the Support Ops team for updates and policy changes
* Suspend users; remove content infringing on copyright – on cases through emails
* Provide support through media review of sports, entertainment and adult (pornography) video content
* Removing potentially graphic content feeds and discipline users in violation of Social Media Platform policies
* Take down copyrighted and licensed materials of huge companies such as Net Results, NBA, UFC, WWE, HBO, FOX and other copyrighted materials

**Designation:** Senior Process Executive – DATA (Safety Pillar) – Twitter

**Duration:** December 2015 – March 2016 *(Promoted as DMCA)*

**Company:** Cognizant Technology Solutions Corp.

**Company Address:** Upper McKinley Hills, Taguig City, Philippines

**Account:** TWITTER – MANILA – SAFETY

**Job Description:**

* Content moderation/review work
* Review user accounts to verify their identity and take action
* Judge/decide on content by referring to client policy/guidelines
* Help users to reset their password or suspend/unsuspend their accounts
* Review content categorized as abuse (sensitive text and images) by users
* Protect the brand image and increase the brand loyalty with our customers
* Respond back to users with necessary actions that must be taken to correct content
* Review and take action on content that violates policies including copyright/pirated content

**Designation:** Content Moderation – CSR Social Media Fraud

**Duration:** March 2014 – November 2015

**Company:**Sykes Asia Inc.

**Company Address:** K-Pointe Building, Quezon City, Metro Manila

**Account:** Zoosk, Inc. – Dating Site

**Job Description:**

* Review user content and escalate or flag as necessary
* Investigate and block sex offenders reported all over the world
* Provide good service about child and adult pornography visual content
* Produce reports on relevant moderation statistics, issues and outcomes
* Taking part in daily/weekly meetings to ensure all departments have the latest communications
* Responsible for observing various customer transactions to flag or identify suspicious and spam activity
* You must have excellent working knowledge of Facebook, My Space, Twitter, You Tube and other social media
* Excellent customer service skills and communication skills both orally and written as a lot of work is done via email or online

**Designation:** Content Moderation – Customer Service Agent – Zoosk

**Duration:** August 2013 – March 2014 *(Promoted as Social Media Fraud)*

**Company:**Sykes Asia Inc.

**Company Address:** K-Pointe Building, Quezon City, Metro Manila

**Account:** Zoosk, Inc. – Dating Site

**Job Description:**

* Maintain the Moderation Guidelines and ensure they are up to date
* Review and moderate all user-generated content and user profiles (either pre-, post- or reactive moderation) within forums, comments, images, videos and audio, liaising with the Legal and Community team where required
* Being able to make a good judgment on individual cases and escalating more serious concerns to members of the senior management team
* Moderate communities located in social networking sites including Facebook, Twitter, and other similar social media outposts, adapting methodology where appropriate
* Implement the online community moderation strategy, coordinating with stakeholders across the Company to ensure its effectiveness and providing superior quality of customer service and support to our community with the help of various communication tools

**Personal Information:**

**Age:** 23 years old

**Gender:** Female

**Height:** 157.48 cm (5’1”)

**Weight:** 110.231 lbs (50 kilos)

**Birth date:** April 29, 1993

**Nationality:** Filipino

**Marital Status:** Single

**Job Seeker First Name / CV No: 1836276**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

