



PIYALI PAUL



8967024299
7001239509



Piyalipaul123.pp@gmail.com



G-281, Sector 22, Noida, Gautam Budh
Nagar, Uttar Pradesh, Pin code 201301



To obtain a creative and challenging position in an organization that gives me an opportunity for self-improvement, while contributing to the progress and development of the organization with my innovative and logical skills whatever have learnt through my academics and my job experience.

WORK EXPERIENCE

LINKEDIN :

<https://www.linkedin.com/in/piyali-paul-84859612a/>

Date of Birth : 28-07-1995

Place of Birth : Siliguri

Gender : Female

Nationality : Indian

Marital Status : Unmarried

LANGUAGES KNOWN

- Bengali
- Hindi
- English

TECHNICAL SKILLS

- Microsoft Excel
- Microsoft Word
- Microsoft PowerPoint
- MacOS
- Windows

INTERESTS

- Singing
- Listening Music
- Travelling

Content Moderator

Genpact India Pvt. Ltd. , Hyderabad

September 2018 – September 2021

- Provided excellent service to the client.
- Worked for social media sites to investigate whether the reported content is safe to be present on the social media or not, according to their policies.
- Worked for government escalation cases.
- Making the platform more user friendly.
- Translated from Bengali to English & vice versa.
- Collected data of entire week of all the moderators and made reports for calibration.
- Maintained a clean and orderly workspace.

Content Moderator

Wipro Ltd., Hyderabad

September 2021 – April 2022

- Worked on social media's computer-generated suggestions, whether those suggestions were appropriate or not as per their policies.
- Making the platform more user friendly.
- Provided excellent service to client.

Content Moderator

HCL Technologies, Noida

May 2022 – December 2022

- Worked on MSN (Microsoft Network) as Content moderator.
- Checking whether a news article is safe to use on Microsoft's platform or not as per their policies.
- Making the platform more user friendly.
- Collecting data of entire week of all the moderators and made reports for calibration.

PMO(Project Management Office)

HCL Technologies, Noida

December 2022 – Present

- Working as a support system for the agents.
- Working as a bridge between agents and management.
- Arranged and handled multiple events like R&R, client visits etc.
- Conducting monthly skip sessions to understand agents better to stop attrition.
- Conducting monthly HR helpdesk, to solve and minimize & resolve salary related issues and queries.
- Conducting inductions for new joiners.
- Communicating faster with the right person without chaos.
- Addressing urgent issues faster and effectively.

EDUCATION AND QUALIFICATIONS

B.Tech in Electronics & Communication Engineering Siliguri Institute of Technology	2014 - 2018	7.55 DGPA
Higher Secondary (10+2) Siliguri Girls' High School	2012 - 2013	70%
Secondary (10) Siliguri Girls' High School	2010-2011	75.75%

ACHIEVEMENTS

- I have got very less errors for my entire work life till now and got rewarded for the monthly Rewards and
- Recognition program for multiple times.
- Got multiple appreciation directly from client.
- Got appreciation from team as well.

PERSONAL INFORMATION

FATHER'S NAME : Paritosh Paul

MOTHER'S NAME : Mousumi Paul

PERMANENT ADDRESS : North Bharat Nagar, PrantikPally, Dist.- Darjeeling, Post-Rabindra Sarani, P.S - Siliguri, Pin Code- 734006