


JIHANN TINOSA

CONTENT MODERATOR

CONTACT

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 119 P. Dela Cruz St. San
Bartolome, Novaliches Q.C

EDUCATION

Quezon City University

2022

BSIT (Undergraduate)

AWARDS & CERTIFICATIONS

- TOP AGENT FOR VOC (June 2022)
- Leadership Summit (February 2023)

SKILLS

- MS Tools Proficient
- Communication skills
- Negotiation skills
- Problem-solving skills
- Organization and time management skills

PROFILE

Attended Call Center Program in TESDA wayback 2021 and Leadership Summits. Hard-working sales associate, skilled in Sales, Billing and Communication (Supervisor Calls), 1 year and 4 months working in a BPO Company and got promoted because of excellent performance and good communication skills. Seeking to explore different working environment and WFH set up and better compensation as an Employee, can work under pressure and can do tasks on time.

WORK EXPERIENCE

CONTENT MODERATOR (WFH)

FREELANCE

May 2023 - October 2024

- Reviewing and filtering videos to have harm, illegal and scam free platform on a specific US based app
- Categorizing videos on it's specific contents for algorithm
- Monitoring users and contents to make sure that the app do have safe space .

AT& SALES AND BILLING SUBJECT MATTER EXPERT

VXI Global Holdings Inc.

August (2022) - April (2023)

- ensuring details and right process are correct
- Handling supevisor calls and sales verifier
- Data reporting
- specialized knowledge when it comes to process

AT&T SALES & BILLING ACCOUNT ASSOCIATE

VXI Global Holdings Inc.

October (2021) - June (2022)

- Taking inbound calls regarding inquiries about bills
- Providing assistance when it comes to basic technical issues
- Providing information about products and services
- Responding to customer complaints and processing requests.