



# Abdul Razzaq

HUMAN RESOURCE PROFESSIONAL.

To see challenging career that will enable me to bring the best out of me and willing to work as a key player in a challenging and creative environment.

## • Work History

2023-09 –  
2024-04

### Virtual Customer Service Associate

Amazon, Hyderabad

- Managed high chat and call volumes while maintaining a professional and friendly demeanor towards customers
- Promoted a positive brand image by consistently delivering top-notch service experiences for all customers
- Balanced competing priorities effectively while managing heavy workloads during peak hours and high call volume periods.

2021-12 –  
2023-06

### Content Moderator

Accenture, Hyderabad

- Worked for Google as YouTube's, Trust & Safety Associate
- Worked as content moderator (Policy agent) and reviewed sensitive and graphic content
- Approved and reviewed content flowing to platform
- Managed content distribution to online Channels and social media platform
- Worked for 8 different workflows at the period that I spent at Accenture.

## • Education

2005-05 –  
2015-06

### SSC

Fr. Roch Memorial High School – Hyderabad  
GPA: 70

2017-06

### Intermediate: CEC

Neo Quantum Jr College – Red Hills, Hyderabad,  
India

2020-11  
2017-01

### Bachelor of Commerce: Computers: Computers

St.Pauls Degree and PG College – Hyderabad  
GPA: 80

2024-08

### Master Of Business Administration: Mba (HR)

Amjad Ali Khan College – Hyderabad, India

## • Contact

Abu Hail – Dubai.  
+971527977212  
Razzab3492@gmail.com

## • Skills

MS OFFICE

Photoshop

DTP

Positive attitude & creative

Self motivated and  
hardworking

Flexibility and adaptability

Communication

Problem-Solving

Decision-Making

Computer skills

Customer service excellence

Complaint investigation

## • Languages

English

Hindi

Telugu

Urdu