**CURRICULUM VITAE**

**Aarush shah. Mob+971509465937**

201, gym building [Email- shah.aarush43@gmail.com](mailto:Email-%20shah.aarush43@gmail.com) Al Majaz, Sharjah

**Career Objective:**

To work in a challenging environment using all my skills and efforts to explore in different fields and seek an opportunity for continuous learning process. Possess willpower for hard work and combine with high sense of responsibilities and total dedication to the task undertaken.

**Work Experience:**

1. 1 year in Modern bazaar (Delhi), india as a sales person .

* Greets customers and demonstrates excellent customer service skills.
* Helps customers select products, answers questions, and shares product knowledge.
* Creates or updates customer profile records.
* Processes purchases and returns.
* Alerts management of potential security issues.
* Assists with inventory, including receiving and stocking merchandise.
* Helps with the store opening and closing process

1. 6 months in Tech Mahindra private Ltd. (Chandigarh), India as a customer support executive in non voice process.

* Simultaneously provided customer service to Swiggy customers via chat, handling multiple chat at once.
* Resolved customer inquires regarding refunds, their account membership, having not received a package and most importantly providing excellent customer service.
* Able to problem solve and have a personality that left customers who I spoke or chatted with feeling at ease by the end of conversation.
* To perform customer service function by answering their request and questions regarding benefits, policies, procedure and programs.

1. 1 year and 6 months in Web help private Ltd. (Gurugram), India as a content moderator executive.

* To review user generated content on various platforms to ensure compliance with community guidelines and policies.
* Identify and escalate potential safety or security risks to appropriate teams.
* Collaborate with cross-functional teams to develop and implement content policies and procedures.
* Review large amounts of textual, visual and audio data to judge whether materials comply with predetermined platform rules and guidelines.

**Academic Qualification:**

* 1. Bachelor of commerce from Panjab University, Chandigarh, India.
  2. 10+2 from New Public school, Chandigarh, India.
  3. 10th from Nepal board.

**Skills:**

1. Strong understand of content moderation principles and guidelines.
2. Familiarity with content moderation tools and software.
3. Excellent attention to details and critical thinking skills.
4. Effective communication and interpretation skills.
5. Ability to work collaboratively in a team environment.
6. Time management and prioritisation skills.
7. Adherence to confidentiality and ethical standards.

**Personal details:**

1. Name:- Aarush shah
2. Father’s name:- Rabi Bhushan shah
3. DOB. :- 06th July 1997
4. Gender:- Male
5. Marital status:- Single
6. Nationality:- Indian
7. Language known:- English, Hindi, Nepali
8. Hobbies:- Music, Games, Chill with friends, Travelling.