JILLELLA HARIKRISHNA

Uppal, Hyderabad, 500039, harikrishnajillella40@gmail.com • +918179916254. <u>LinkedIn</u>

Professional Summary

Experienced professional in content review and customer support, with a strong focus on quality, compliance, and risk mitigation. Skilled in resolving inquiries, managing escalations, and enhancing customer satisfaction across diverse platforms.

Experience

Associate   09/2023 **– current**
Tech Mahindra -   Hyderabad,Telangana

- Review and Moderation: Experience in reviewing, approving, and rejecting user-generated content to ensure it meets community standards and guidelines.
- Evaluated and approved or rejected user-generated content to maintain high-quality standards and adherence to guidelines.
- Maintained high-quality standards, approving only content that met strict guidelines.
- Work closely with other moderators and content review teams.
- Participate in regular training sessions and team meetings.

Apprenticeship,   01/2019 – 01/2020
The Singareni Collieries Company Limited -   Peddapelli

- Experience in conducting geological assessments and interpreting geological data to optimize coal extraction processes.
- Drilling pattern designs, site inspection. detect toxic gases check. Knowledge of underground mine planning and design principles, including mine layout, pillar design, and ventilation planning.

Education

Bachelor of Technology

Computer Science Technology, 2023

Brilliant Grammar Schools and Educational Institutions,   Hyderabad

Diploma

Anurag Engineering College of Institutions

Secondary School Certificate

Saraswathi Vidyalam High School

Skills

- Ms office   • Customer Service Skills • Troubleshooting • Organizational skills • System Administration.
- Interpersonal skills

Certifications/Courses

- **Niit Foundation**
  Global Service help Desk
- **NIIT Foundation**
  Digital Marketing
- **Coursera**
  Google ads

languages

- Telugu • English.

Project

- **Mini Project**: Weapon Detection Using Artificial Intelligence and Deep Learning for Security.
- **Major Project:** Student Performance predication in online courses using machine learning.

Hobbies and Interests

- Creative Pursuits   • Fitness and Exercise

achievements

- **Bravo Award** for consistently achieving excellent performance over 6 months.