



ALEKSANDAR SPASOV

CONTENT MODERATOR

CONTACT

**Sofia- Student City, 1700
Bulgaria**

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Male

Bulgarian

20.03.1998

LANGUAGES

BULGARIAN - NATIVE

ENGLISH - INTERMEDIATE

SKILLS

Organizational skills
Customer service abilities
Customer complaint resolution
Call management
Polite communication skills
Contract negotiation
Time management
Scheduling
Workflow planning
Business Development
Audio and video editing

EDUCATION

Bachelor of Science: Chemical Engineering with German
Chemical School of Chemistry and Metallurgy - Sofia (2017-current)

High School Diploma

PGPCHE Petar Bogdan Montana - Montana Bulgaria (2013-2017)

EXPERIENCE

Content Moderator (2022-current)

Telus International, Sofia

In my current position I review website content such as images, videos, and text, to ensure that it follows the company guidelines. Reviewing content to determine if it violates any laws or regulations, such as those pertaining to hate speech, bullying, or harassment. Participated in the new hire training process by mentoring and carefully examined their decision-making process.

Virology Intern (2020-07/2020-10)

Tokuda Hospital Sofia, Sofia

Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork. Actively listened to customers, handled concerns quickly and escalated major issues to supervisor. Performed PCR tests and lab work.

Other experience:

Practiced my university specialization in Germany (Hamburg, Magdeburg) on an intern experience with engineering of chemistry.

I have been in a work and travel program in America.
