

CURRICULUM VITAE

Rajender Pal

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Career objective:

To establish myself in an organization, which gives me the opportunity to grow and allows me to apply the knowledge to achieve the objectives of the organization.

Qualification :

- Completed post graduation MBA (Finance) from Ronald ross p.g college Affiliated to osmania university - 2016
- Completed graduation B.Com (Computers) from Pragati Maha-Vidyalaya Affiliated to osmania university - 2013
- Intermediate from Nava Chaitanya Junior College (Affiliated to Board Of Intermediate Education) in the year - 2010
- S.S.C from JMG School (Affiliated to board of Secondary School Education) in the year - 2008

Technical Skills:

Operating System : XP, windows 7,Spreadsheets (Excel, Google Spreadsheets, etc.)

Packages : M.S. Office, internet browsing, basics

Other skills : Having knowledge about tally

Skills :

- Patience to hear the Speaker.
- As well as Hard working nature with positive attitude.
- Good communication skills.
- Quick Learner.

Work Experience Provided customers with product and service information:**Bank Risk Analyst : ICICI Bank (2014 - 2016)****SENIOR ANALYST :**

- Perform independent check of KYC information provided by front office
- Very proactive approach to process improvement, actively seeks opportunities for change that benefit the wider team
- Contributing ideas and participating in efforts to further improve and streamline the process
- Perform Periodic KYC reviews on risk based schedule
- Stakeholder management of key clients Liaison with Compliance Department and the senior management within Business units supported
- End to end management of client KYC process including liaison across the business, compliance and operations

SENIOR ASSOCIATE : WIPRO (2017 - Current)

Process :- ZIPIT / Google Play store

Zipit is Google core infrastructure service for storing, indexing, and sharing user opinions such as ratings, comments, and tags on any web entity defined in a Zipit entity namespace. It provides support for identifying and removing abusive annotations and soon for ranking high quality comments.

Key responsibilities in Google process :

- Led process improvement projects that helped operations meet and exceed quality standards and streamline processes to reduce cost.
- Created and revised procedures, checklist and job aids that resulted in process consistency and reduced error disputes
- Problem resolution root cause analysis.
- Monitored in-bound and out-bound calls made and received by various operation teams and provided feedback to improve their client experience
- Involving in meetings with clients periodically on team production and quality.

Process :- UGC Contribution Abuse Policy

Live comments : Legal Issues and Escalation Paths to Legal Removals Team. The Legal Removals team is responsible for deciding whether or not to remove content for legal reasons from all Google products other than YouTube.

The comments is about a specific sport game Eg : Football, Cricket,Tennis,Hockey etc.

Agenda : Legal Issues to Escalate

- Copyright
- Child Sexual Abuse (text)
- Anti-terrorism - FTO/SDN Other

Key responsibilities

- Look at all the incoming comments and approve appropriate comments in chronological order.
- If this is an one-off situation, look at the comment and manually approve / reject it.
- If workload permits, click reject on all other comments so auto-moderation won't accidentally approve them in the future.
- It is recommended to uncheck "No auto-vanish" so whenever you make a decision, the comments before it will disappear. This will ensure the chronological order approval and make the tool cleaner. If you need to change your mind you need to check "No auto-vanish" and hit Go to find a vanished comment.

PERSONAL PROFILE :

Name : Rajender Pal
Father Name : Ramprasad Pal
D.O.B : 08-06-1992
Religion : Hindu
Gender : Male.
Lang.Known : English,Telugu, Bengali, Hindi.
Nationality : Indian
Hobbies : Playing cricket, Travelling

DECLARATION :

I hereby declare that the information given above is true to the best of my knowledge.

Date :

Place : Hyderabad

(RAJENDER)

