

# Alan C



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## Summary

Passionate about the Digital world with 7+ years of work experience. I'm Sr. Quality Auditor in Bytedance India Pvt Ltd. I hold Six Sigma Foundation Certification. I aim to rebuild the digital world by scrutinizing its activity through video content and avoid damage to protected categories in the digital world.

## Experience



### Senior Quality Assurance Auditor

ByteDance

Oct 2019 - Present (1 year 9 months +)

Specialized in Minor safety policy, maintaining minor safety in the digital world.  
Analysing Paedophile to avoid future damaged on minor in the digital world.  
Specialized in digital world policies, which further avoids spam, human trafficking, Vulgar content, etc.  
Trained in analysing comments to avoid bullying, threats and hate speech, etc.  
Created an internal policy update's structure to benefits from understanding the spirit of the policy or its updates.  
Provide timely updates of work planning, work in progress, and summaries of work completed, record observations, makes recommendations.  
Ownership for a market based on its skills and knowledge.  
Handling 3rd party companies routine work and its weekly quality.  
Currently handling Karnataka market quality and take care of other markets when in need.  
Assist in ensuring compliance policies are managed correctly and efficiently and provide recommendations and direction to relevant parties as necessary.  
Assist Production Manager in monitoring production flow.  
Recommend improvements in processes, people, systems and structures, to avoid damage and continuously improve performance.  
Assist associates on Quality Improvement and Process Improvement.  
Develop the entry report for review by management.  
Summon and participate in the review by management and record results thereof.  
Communicate and liaise with internal and external business stakeholders/partners to drive quality mindset and continuous improvements.  
Reporting of all performed audits within established timeframes.  
Interrogate trends in data/audit findings and develop new ideas for quality improvements.  
Leading Mentors program for recruits.  
Strong process and analytical skills with the ability to interpret data and determine the course of action.  
Strong ability to effectively manage teams and collaborate with clients.  
Extending support for the Korean market on a new launch policy.



### Senior Quality Assurance Auditor

Accenture Solutions

Oct 2015 - Oct 2019 (4 years 1 month)

Handling Community Operations guidelines policy (FB).  
 Cascading Policy updates.  
 Creating Monthly Business reviews and also assisting APAC.  
 Mentoring Program structured for Promoted or Newly joined Auditors.  
 Creating weekly assessments on Policy updates.  
 Hired for regional language expertise (Kannada Language).  
 Experience in Handling North America and South Asia market.  
 Lead the process for maintaining a strong internal Layered Process Auditing system.  
 Work with moderators to assure the proper usage of internal audits while supporting the correct type of audit write-ups that make the workflow better.  
 Perform root cause analysis with direct correlation to audit findings with a focus to improve the quality of the process.  
 Develop and maintain QA schedules & Audit reports.  
 Assist Production Manager in monitoring production flow.  
 Builds and maintains a close relationship with interfaces such as development and merchandising teams and supports them on new developments.  
 Assist in ensuring compliance policies are managed correctly and efficiently and provide recommendations and direction to relevant parties as necessary.  
 Recommend improvements in processes, people, systems and structures, to reduce waste and continuously improve performance.  
 Demonstrates Excellent Quality Awareness and Attention to Detail.



## **Senior Customer Service Representative**

Respondez BPO Pvt. Ltd

Oct 2013 - Oct 2015 (2 years 1 month)

Maintain Product Expertise.

Assist Management in Training and Developing Customer Service Representatives.

Professionally answered a high volume of call types as assigned for a utility company.

Conducted training's for new hires on system and standard operating procedures.

Continue fulfilling responsibilities for the previous position, also making outbound courtesy calls for customer satisfaction and sales.

Developed and implemented various strategies to increase productivity in a timely manner.

Oversaw completion of administrative and accounting tasks, marketing calls, and client surveys.

## **Education**



### **Mahamaya Technical University**

Bachelor of Arts - BA, Economic

2014 - 2017

## **Licenses & Certifications**



**Google Sheets Quick Tips** - LinkedIn Learning · Course Certificate

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**Six Sigma Foundations** - LinkedIn Learning · Course Certificate

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## **Skills**

Auditing • MBR • APAC • Insight Generation • Staff Mentoring • Training • Policy Analysis •  
Microsoft Excel