



**Jamunha M Vijayakumar**



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#### KEY SKILLS

Microsoft Office



Technical



#### CAREER OBJECTIVE

I am currently looking for challenging position in your reputable company. I would like to work in a professional and active environment where I can apply my skills and other significant talents to be the best performer in the organization.

#### EDUCATION

- DIPLOMA IN COMPUTER ENGINEERING**

Institution Name : SG Academy

Period of Study : 2010-2013

- PENILAIAN MENENGAH RENDAH (PMR) & SIJIL PELAJARAN MALAYSIA (SPM)**

Institution Name : SMK Dato' Dol Said

Period of Study : 2003-2008

- UJIAN PENILAIAN SEKOLAH RENDAH (UPSR)**

Institution Name : SJK (T) Alor Gajah

Period of Study : 1997-2002

#### ACHIEVEMENTS

- BYTESTYLE WALK THE TALK for the month of November & December 2021
- 2006-2012 - Participated in Volleyball State Team Player
- 2011- Participated in Futsal (2<sup>nd</sup> Runner Up)
- 2004-2010 – SUKMA Runner (Malaysian Game)
- 2008- Treasurer of Tamil Language Society
- 2008- Secretary of Red Cross Association (PBSM)

#### PROFESSIONAL EXPERIENCE

**February 2020 – March 2023**

**Senior Content Moderator**

**BYTEDANCE (TIKTOK) – Kuala Lumpur, Malaysia**

**Salary- RM. 3800/-**

- Ensure legal compliance and safety of content uploaded to our platform.
- Responsible for the development, improvement, and maintenance of Standards for the security of our online communities.
- Improve the content management strategy for short video platforms.
- Responsible for coordinating with supervising departments for timely management of content that violates our policies.

## LANGUAGES

Malay  
Tamil  
English



## PERSONAL STRENGTH

- Well-organized and extraordinary attention to detail.
- Excellent communication, interpersonal and leadership skills.
- Creative and good in problem solving.
- Self-motivated and able to work independently.
- Dedicated and can work in a team.
- High punctuality and discipline.
- Honest, trustworthy and flexible.
- Willing to learn and explore new experience

**June 2018 – January 2020**  
**Team Leader cum Assistant Manager**

**SCICOM Sdn.Bhd – Kuala Lumpur, Malaysia**

**Salary- RM. 4000/-**

- Leading meetings with team members to discuss team performance and work plans for upcoming months
- Training new employees on company policies and procedures to ensure they are knowledgeable about their jobs
- Monitoring employee performance to ensure that they are meeting goals and upholding company standards
- Managing employee attendance to ensure that all staff members are at work on time and working efficiently throughout their shifts
- Ensuring that all candidate issues are resolved in a timely manner and that candidate are satisfied with the service they receive
- Reviewing call logs and evaluating call quality to identify areas for improvement.
- Communicating with clients to schedule appointments and answer questions about products and services
- Fostering a positive work environment by encouraging team members to work together effectively

**December 2017– June 2018**  
**Remote Proctor ( Subject Matters Expert )**

**SCICOM Sdn.Bhd – Kuala Lumpur, Malaysia**

**Salary- RM. 3000/-**

- Monitoring Candidate when their taking exam through online.
- Always check the ID – Name should match, not from embargoed countries, ID is not expired, should be Government issued ID.
- If the first name on the registered exam does not match with the ID i.e. CD uses his nick name or just initials. Please allow them to test as long as the last name matches with the one in the ID.
- Non-English Character ID – Always get approval from Lead on Duty. Send a message in Skype so the lead is aware of the concern. Once approved, make sure to log it in the MIL.
- Utilize the “Raise an Incident” tab – for sending warning to the CD as well as log it in the MIL. Make sure to choose the reason appropriately. If unsure, do not hesitate to ask question thru skype.
- Proper usage of punctuation, space and capital letter in a sentence – I've sent a suggested script that you may use to avoid errors in your sentences. If ever you need to create your own, please make sure you proof read and edit it properly before sending it to the CD.
- Always check the Business Rules – this is where you will know if you can give more than one warning or to terminate an exam immediately. Use the appropriate Warning script.
- Clear Desk Policy – Do not release an exam unless the environment is clean, and that they are taking it in a private space.

**June 2016– December 2017**  
**Customer service (Mentor) (Ultra-Mobile "USA" project)**

**VADS BUSINESS PROCESS Sdn Bhd <sup>TM</sup> – Kuala Lumpur, Malaysia**  
**Salary- RM. 2500/-**

- Managing a team. Often, supervisors create and oversee their team's workflow, or the tasks required to complete a job.
- A new employee joins the team, help them understand their role and support them during their transition. This might include providing workplace orientation and explaining company policies or job duties. Manage all onboarding activities, or they may work with the human resources department to make sure the new hire receives the guidance and information they need. Creating and managing team schedules
- Reporting to senior manager
- Evaluating performance and providing feedback
- helping to resolve employee issues and dispute

**June 2014 – June 2016**  
**Technical Support (TM)**

**VADS BUSINESS PROCESS Sdn Bhd <sup>TM</sup> – Kuala Lumpur, Malaysia**  
**Salary- RM. 1700/-**

- Analyse, report on customer situations and provide support in order to resolve inquiries and technical problems.
- Investigate together with internal parties, to establish the root cause of problems reported and provide end-to-end service support, by retaining ownership of your cases.
- Work with customers to establish the root cause of problems, retaining ownership of a case through resolving it individually or escalating.
- Participate in continuously improving sessions to enhance working environment, participate in problem solving and deep dive sessions and propose/implement necessary changes.
- Generate KCS (Knowledge-Cantered Service) articles and participate during specifications definition to increase supportability, usability of products and decrease product complexity.
- Provide support to wider divisions within the company by providing product presentations and demos.
- Update and control the quality of internal training material, problem management procedures and on-line documented solutions.

**July 2012 – October 2012**  
**IT Support - Internship**

**BAHAGIAN PERKHIDMATAN TEKNOLOGI MAKLUMAT JABATAN**  
**KETUA MENTERI – Melaka, Malaysia**  
**Salary- RM. 300/-**

- PC Installation, Networking, PC Format and IT related jobs