



SANDEEP MAZUMDAR

COMMUNITY OPERATIONS SPECIALIST
SOCIAL MEDIA EXPERT

CONTACT

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🌐 [Linkdin \(click to interact.\)](#)

EDUCATION

2015 - 2019

LLOYD INSTITUTE OF MANAGEMENT
AND TECHNOLOGY

- Bachelors of pharmacy (B.Pharm)
First division

2012- 2014

CENTRAL BOARD OF SECONDARY
EDUCATION

- HIGH SCHOOL
(SCIENCE STREAM)

2011 - 2012

CENTRAL BOARD OF SECONDARY
EDUCATION

- Secondary School
CGPA 7.4

COMPETENCE

- Communication and English
Language proficiency
- Proficient Presentation skills
- Flexible and adaptable
- Time Management
- AI prompt engineering
- Preparing training material

PROFILE

Seasoned Content Moderator and Community Operations Specialist with a robust background in the internet industry. Adept in Professional Communication, Game Testing, Pharmacovigilance, Pharmacy, and English. As a Process Trainer, I bring valuable expertise in guiding teams through intricate operational procedures. Possessing a Bachelor of Pharmacy with a specialization in Clinical, Hospital, and Managed Care Pharmacy from Dr. A.P.J. Abdul Kalam Technical University, supplemented by comprehensive training at Dr. RML Hospital, New Delhi.

WORK EXPERIENCE

Bytedance India Technologies Private Limited 2021 - PRESENT

Community Operations Specialist GURUGRAM

- Acted as the main point of contact between TikTok App users and the Technical Operations team.
- Specialized as a Process Trainer, guiding team members through updated policies, enhancing productivity, and fostering continuous improvement.
- Conducted investigations into User ID flaws, enforced bans for policy violations, and proactively monitored and prohibited underage users.
- Managed User Suspension appeals and facilitated unbanning processes, adhering to platform policies.
- Developed presentations for team and department events, showcasing a talent for cultural event organization.
- Efficiently created rosters for the team, contributing to streamlined operations.

Bytedance India Technologies Private Limited 2020-2021

Global Content Analyst GURUGRAM

- As a Global Content Analyst at Bytedance in Gurugram, my responsibilities included vigilant monitoring of user-uploaded videos to ensure compliance with community guidelines.
- Evaluation of User Appeals was conducted to determine whether their IDs should be unbanned, with a focus on identifying and addressing guideline violations.
- Proactive identification of potential trends on the platform was a key task, aimed at preventing any content that could be harmful to the community.
- Contributed to the development of new policies by proposing ideas to the Content Guidelines team for implementation on the platform.
- Organized cross-departmental events to promote collaboration and engagement within the organization.

ALKEM Life International, New Delhi Data Analyst 2020/02 - 2021/05

- Conducted thorough research to identify and rectify discrepancies between standard values and actual data following the production of drug batches.
- Utilized statistical techniques to analyze data and produce comprehensive reports on manufactured drug batches.
- Played a pivotal role in the upkeep of the Master Document utilized in the manufacturing process of specific drugs, such as Phytorelief CC.

LANGUAGES

- English (Proficient)
- Hindi (Fluent)
- Bengali (Intermediate)
- Spanish (Basic)

HOBBIES

- Playing Video Games
- Riding my bike
- Assembling model kits
- Making short video content for Instagram and Youtube

I Energizer

2018/05 - 2019/10

Senior Customer support executive

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- Addressed customer queries and concerns by attentively listening and providing appropriate responses.
- Implemented crisis management techniques to deliver corrective solutions, aiming to maximize overall customer satisfaction.
- Monitored and assessed key metrics to manage and enhance the effectiveness of customer service operations.

CERTIFICATIONS

- *Received training in Hospital Pharmacy according to the curriculum at DR. RML Hospital, New Delhi.*
- *Hold certification as a Hospital and Managed Care Pharmacist, demonstrating expertise in pharmaceutical care within medical institutions and proficiency in managing healthcare systems.*
- *GDS certification from Dreamport*

SKILLS

- **Analytical Skills:** Ability to assess content for adherence to guidelines and policies.
- **Crisis Management:** Capacity to handle sensitive or controversial content with composure.
- **Cultural Sensitivity:** Awareness and understanding of diverse cultural perspectives.
- **Tech Savviness:** Familiarity with content management tools and online platforms.
- **Legal Awareness:** Basic knowledge of relevant legal considerations and regulations.
- **Collaboration:** Ability to work collaboratively with cross-functional teams and communicate effectively within the organization.
- **Communication Skills:** Ability to convey information clearly and effectively.
- **Training and Facilitation Skills:** Capability to design and deliver training programs.
- **Subject Matter Expertise:** In-depth knowledge of the processes being trained.
- **Patience:** Tolerance and understanding for learners at varying skill levels.
- **Technology Proficiency:** Familiarity with training tools and platforms.
- **Interpersonal Skills:** Ability to build rapport with trainees and create a positive learning environment.