




# Daniel WAKSHUMA WAKIWOYA

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Titiwangsa Sentral, 50400, Kuala Lumpur, Malaysia 

I'm a Social Media content moderator currently working as Advisor on Customer Service Position at Concentrix.

I'm capable to operate both as an individual and team.

## WORK EXPERIENCE

### Advisor, Customer Service Concentrix

02/2022 - P Kuala Lumpur, Malaysia

Concentrix is **an American business services company specializing in customer engagement and business performance**.

*Achievements/Tasks*

- Reviewing video contents created by social media content creators on a client's social media platform, and labeling them with a proper policy tag
- Translating and transcribing video contents uploaded on the platform by Amharic speaking content creators into English

### Trade inspection and regulation Addis Ababa Trade Bureau

02/2020 - 09/2020 Addis Ababa

A subsidiary of Ethiopian trade minister that promotes the commercial interests of a government in Addis Ababa.

*Achievements/Tasks*

- Inspected, investigated and audited the trading process, and collaborated with other partner institutions in trade law enforcement.
- Created procedures for ensuring that daily operations among all trading departments are integrated.

Contact: Kaleb Gebeyew - kalebgebeyew@gmail.com

### Translator Voxcroft Analytics

11/2021 - P Cape Town, South Africa

A company that specializes in the fields of Media monitoring, machine learning, Translation, Automation, Analysis and Artificial intelligence.

*Achievements/Tasks*

- Translating English sentences into Afaan Oromo for machine learning
- Assessing other translators' tasks

Contact: Sarah-Leah Pimental - Sarah-leahp@voxcroft.com

## EDUCATION

### Veterinary Medicine Mekelle University

10/2012 - 04/2018

*Type of Degree*

- Doctor of Veterinary Medicine

## SKILLS

Planning

Problem-solving

Verbal communication

Team work

Analytical thinking

Quality inspection

Translation

Counseling

Writing

Computer literacy

Leadership

## CERTIFICATES

Google IT Professional Support (03/2022 - P)

Digital marketing and E-Commerce by Google  
(06/2022 - P)

## ORGANIZATIONS

Concentrix (02/2022 - P)

Advisor, Customer Service

Voxcroft Analytics Incorporated (11/2021 - 03/2022)

Natural language processing project

Addis Ababa Trade Bureau (02/2020 - 09/2020)

## LANGUAGES

English	●	●	●	●	●
Amharic	●	●	●	●	●
Afaan Oromo	●	●	●	●	●
Spanish	●	●	○	○	○

## RESPONSIBILITIES

Ensures that social media content creators are complying with the platform's community standard policy

Reports to other executives or to the owner directly.

Manage timelines and meet project deadlines without repeated requests from supervisor

Adheres to company policies and safety procedures