

Efterpi's Serafeidou Resume

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R. Sebastião Saraiva Lima 64, 3d 1170-189 , Lisbon, Portugal

PROFESSIONAL SUMMARY

Talented Digital Media editor, skilled at completing daily assignments and contributing to team success. Always willing to take on any task. Adapts quickly to new needs and policies. Specialized in Game Development, Web Design, Video editing and Content moderation.

SKILLS

- English Teaching
- Digital Media
- Team Leading
- Quality Assurance
- Software Engineering
- Web and Game Design

EXPERIENCE

Content Moderator at TikTok

Teleperformance – Lisbon, Portugal | October 2020 - Current

- Handled complaints and reports and acting them with the correct policy.
- Applied complex policies and guidelines to content.

Senior Video Content Analyst

Cognizant – Krakow, Poland | May 2018 - November 2019

- Analyzed videos and comments and directed them to be escalated to the proper moderation queue or enable the application of the suitable policy myself.
- Followed Trust and Safety Google policies and solved any difficult cases.

English Teacher

Angloville – Poland, Czechia | May 2018 - September 2018

- Volunteering one to one teaching.
- Teach with group activities.

LQA Tester

Keywords International – Dublin, Dublin, Ireland | October 2017 - February 2018

- Find and appraised bugs to be re[ported to developers team,
- Executed the Quality Assurance and Localization of video games.

English Teacher

Kids Inc – Dublin, Dublin, Ireland | March 2017 - November 2017

- Provided school education in elementary school.
- Teach processed of meal preparation, organized sports and games.

Team Leader

Maritz CX – London, United Kingdom | November 2016 - May 2017

- Managed the team and the workflow to achieve the best results in the market research field.
- Researched and resolved productivity issues and reinforced the team spirit.

Sales Manager

Fantazio shoes and accessories – Thessaloniki, Greece | September 2010 - September 2012

- Built sales pipeline, managed prospects, ran sales reports, and managed customer accounts.
- Created and documented standard procedures required to sell, implement, and bill for new products.
- Trained sales team to develop superior strategies to manage value messages, structuring opportunities, pricing, and deal closures.

Video and Post Production Editor

ERT3 A.E. – Thessaloniki, Greece | February 2007 - June 2010

- Performed Video editing and Post production, supervised the subtitles edit and transcription, validated and upgraded the electronic equipment connections, performed quality checks on videos.
- Mastered on the software of Adobe Creative suite and Avid Media Composer.

EDUCATION

Game Development Diploma

SAE Institute | Athens, Greece | May 2016

Game development, Game and level design, 3D Animation, Story telling, C# , Unity 3d.

Fine Art seminars

University of the Aegean | Syros, GR, Greece | July 2014

Photography, Documentary Videography, Digital design and Printing, 2D and 3D Animation.

Msc in Cultural Technology and Communication.

University of Aegean, School of Social Sciences | Lesvos, Greece | March 2014

Cultural studies, design and software development.

BA in Electronic Engineering

Technological Educational Institute of Thessaloniki | Thessaloniki | January 2006

LANGUAGES

Greek native speaker.

Professional English spoken and written.

Learning French.