

AMARANGGANA SAFIRA PUTRI

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SUMMARY

I am a Psychology graduate with a strong foundation in human behavior and communication, and nearly two year of professional experience as a Content Moderator in the e-commerce industry. During this role, I was responsible for reviewing and moderating more than 1,000 pieces of user-generated content per day, consistently maintaining a 99% accuracy rate in line with company standards. I successfully met KPI targets every month by applying strong attention to detail, critical thinking, and adherence to policies and guidelines. My background in Psychology equips me with analytical and interpersonal skills, while my work experience demonstrates my ability to work under pressure, both independently and within a team. I am a hardworking, adaptable, and eager to learn professional seeking to contribute my expertise in content analysis, policy enforcement, and user safety to support the growth and integrity of online platforms.

WORK EXPERIENCE

Jul 2024 - Mar 2026

Customer Expert, Teleperformance Indonesia

- Reviewed and moderated over 1,000 pieces of user-generated content daily to ensure compliance with platform policies and guidelines.
- Ensured user safety by identifying and removing harmful or inappropriate content, maintaining a 99% accuracy rate.
- Utilized moderation tools and workflows effectively to meet company standards and achieve monthly KPIs.
- Reported content trends and provided feedback to support continuous improvement of moderation policies.
- Collaborated with team members and quality analysts to ensure consistency and efficiency in decision-making.

ORGANIZATIONAL EXPERIENCE

Consumption Division, Makrab Psychology

2023

- Provided and Managed food for the event.
- Distributed meals to participants during the program.
- Supported enhance interaction, teamwork, and communication among students across batches.

Event Division, Gema Cup Tournament

2020

- Planning for potensial scenarios that could impact the integrity of the event.
- Planning event details and aspects, including seating, dining and guests

VOLUNTEER

- Marshal-Mandiri Jogja Marathon
- Ambassador Squad Game Indonesia

2023

EDUCATION

Bachelor ofPsychology,GPA 3,75

2019 - 2024

Universitas Walisongo Semarang

SKILLS

- Ability to operate Microsoft Office
- Proficiency in Bahasa and English
- Managerial and teamwork skills
- Logical and creative thinking skills
- Dicipline and responsible

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Departement Human Resources,

Respectfully, My name is Amaranggana. I am twenty-four years old. I have a background in Psychology at one of the Universities in Semarang, graduating at September 2024. With my educational and experience background, I am confident that my qualification and skills could make significant contributions to the company. I am a person who can work well as part of a team and on my own. I am also hardworking, and eager to learn.

Im is a Content Moderator with almost 1 years of experience in e-commerce moderation. Proficient in moderation tools and relevant guidelines/policies. Reviewed and moderated over 1,000 pieces of user-generated content daily, maintaining a 99% accuracy rate in line with company standards.

Successfully achieved the company's accuracy target of 99% and obtained KPIs every month. Seeking to leverage expertise in content analysis, policy enforcement, and user safety to enhance online community standards and user experience at 99%.

Along with this letter I attach a Curriculum Vitae, Letter of Employment, and ID Card as a detail of qualifications that can be taken into consideration by you. Thus I make this application letter. I hope that we can discuss further regarding this position.

Best Regards,
Amaranggana Safira Putri