





# Shashank Shetty

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Udupi, Karnataka 

## About Me

An experienced online proctor with expertise overseeing and ensuring remote examination integrity. I'm great at ensuring the testing environment stays secure, keeping a close watch on exam sessions, and quickly handling any issues, all while staying professional.

## Hard Skill

- Customer Management
- Content Writing
- Proof Reading
- Time Management
- Technical Competency
- Video Editing

## Work Experience

### 2020-Present Proctor (Freelancer) | VBPO Pvt. Ltd

Invigilate the candidates during an online examination. Ensuring that the test taker follows and adheres to the academic integrity guidelines before, during, and after the examination period.

2015-2019

### Customer Relations Advisor | Tech Mahindra Business Services Ltd

Assisting Australian telecom customers with issues relating to network, technical, and complaint issues, as well as providing information about products and services via chat.

2014-2015

### Technical Support Associate II | Convergys

Assisting US cable customers with the hardware installation and setup with the correct product usage, as well as reviewing and resolving account and billing discrepancies via chat.

## Soft Skill

- Creativity
- Flexibility
- Communication
- Multi-tasking
- Quick Learner

## Languages

- English
- Hindi
- Marathi

## Education

2024 - Present BA in Mass Communication & Journalism | Amity University

2021 - Present Motion Graphics | Maac

2020-2021 HSC (Arts) | NIOS