





# 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**