



HAZIEL NABLO

Customer Service & Content Moderation

Agdao, Davao City, Philippines

hazielnablo19@gmail.com | +63 935 198 0042

PROFESSIONAL SUMMARY

- Flexible across clients, vendors, and request types without losing patience or clarity.
- Balanced multitasking: up to 4 concurrent live chats while researching issues and coordinating riders.
- Positive, steady demeanor in disputes, termination risks, and sensitive moderation cases.

PROFESSIONAL EXPERIENCE

Content Moderation — Threads | Conectys · Concentrix, Davao

2024 — Jun 2026

- Reviewed uploaded videos: allow, restrict, age-gate, or remove per Community Guidelines.
- Checked profile pictures, thumbnails, and photo posts for nudity, graphic violence, hateful imagery, prohibited symbols.
- Judged context, not just individual elements; handled abusive, threatening, sexually explicit comments.
- Handled sensitive cases (graphic violence, self-harm, abuse, sexual exploitation); spotted new spam, scams, harmful challenges.

Vendor Escalations & Retention — Ibex Global Solutions

2023 — 2024

- Updated private vendor data (bank details, contact person); explained invoices (revenue, VAT, charges, deductions).
- Troubleshoot/replaced vendor devices; retained vendors considering termination; activated/terminated accounts; updated store profiles.

Chat Support Specialist — Ibex Global Solutions

2022 — 2023

- Assisted vendors across up to 4 concurrent chats; cancellations, order breakdowns, rider follow-ups.

EDUCATION

- **Holy Cross of Davao College** — BS Business Administration, HR Development Management (AY 2019–2021).
- **Francisco Bangoy SHS, Sasa, Davao City** — TVL, Beauty Care / Nail Care / Massage (SY 2017–2018).

HONORS & CERTIFICATIONS

- **2023:** Top Agent & Chat Warrior Awardee, Ibex Global Solutions.
- **2018:** Leadership Awardee, Best in TVL, Best in OJT (Massage, Beauty Care).
- **TESDA NCII:** Beauty Care / Nail Care, Massage Therapy, Housekeeping.

SKILLS

- **Trust & safety:** review queues, allow/restrict/age-gate/remove, spam & scam detection, guideline consistency.
- **Vendor operations:** multi-chat support, order cancellation, rider coordination, retention & de-escalation.
- **Billing & accounts:** invoice/VAT explanations, private data updates, device troubleshooting, CRM & ticketing.
- **Soft strengths:** work under pressure, multi-tasking, empathy & patience, adaptability, time management.