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ZGzz vzZggz

Gz z. Zz Vz

Over the v. G year, my monthly z results have ranged C- C+z z consistently achieve our z AHT z meet our daily moderation target of 416 and the AHT of vz.gzzzzz feedback with other departments, mvaintaining focus on the security of the plattform.. Z Z. Sending ids/screenshots zof problematic con tent to advisors, such as religious v z z, political radicalism, sexualized content (genitals in refv zlections e.g.) and hateful . Gzzv (caption text that has “arbeit macht frei” as hashtag).

Completing several courses on our education platform, such as Data Analysis.vz.

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### Areas of improvement

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My aim is to enhance my monthly performance outcomes and a consistent good performance.

To accomplish this, I must focus on boosting my Quality Rate, which has proven to be somewhat challenging to attain at times. I aim to maintain a 90% accuracy rate consistently, but at the very least, I want to ensure that I stay above a 88% accuracy rate. This will require me to pay close attention to detail and not rushing through videos and continuously strive for excellence in my work.

Over the past 6 months, I have gained valuable insights and experienced a great deal of excitement. I have learned a great deal about stress resilience, which involves adapting our knowledge and understanding of existing policies to new, current events as part of our job. Initially, this presented a significant challenge, but with time, I have become accustomed to adapting to new challenges in our day-to-day work. Another crucial aspect of our work is effective communication with colleagues, both those on our direct team and those on other teams. Maintaining positive and healthy relationships, especially in cross-team communication, is essential for efficient work processes. Through my experiences, I have come to realize the importance of prioritizing quality over quantity. While achieving a healthy balance is important, for me, quality remains the most critical factor.

My role as a Content Moderator at TikTok has been instrumental in developing my flexibility, stress resilience, communication skills, detail orientated work. Staying up to date

with our policies, current updates and global trends is crucial to ensuring the best outcomes in my moderation work. To this end, I make it a point to check for updates daily and stay informed about current global and local events or trends on social media. If I encounter problematic accounts, such as those promoting salafism, radical religious content, or misogynistic views, I report them to my colleagues and provide feedback to TL/Advisors & QA. I believe in sharing my insights and information with my colleagues to prevent the unintentional promotion of potentially harmful content and to ensure the safety of the platform. . Additionally, it is crucial to speak up whenever we encounter any issues, whether it is with our work systems or potential leaks.

Engaging in communication and debates with people from diverse backgrounds and experiences has aided me in gaining a more comprehensive understanding of various aspects encountered in my work at TNS. It allows me to broaden my perspective and avoid being judgmental towards lifestyles that may differ from my own. I appreciate hearing other viewpoints on various topics. Furthermore, if a colleague encounters language barriers and has difficulty understanding a specific term, I am happy to assist them using my own cultural knowledge to help them grasp the concept. This applies to language issues involving slurs or discriminatory language, where I can offer additional context and understanding.

I will focus on the specific push dedicated team matters, as VM matters are unknown to me. Since Kyung took over as our team lead, I and the rest of the team have been very pleased with his leadership. He is always enthusiastic and invested in our work and eager to help with anything we need. As a push team, we consistently exceed our performance metrics, averaging some % over the target. Kyung understands that if we fail to reach our daily targets, it is often due to other ongoing projects, especially appeals on behalf of offline moderators. With such a high sampling size, we frequently face a heavy workload in appeals. He has a broad understanding of the issues we might encounter during cross-team communication and provides us with easy-to-adapt solutions. Since Kyung took over as our team lead, he has introduced new project queues and ensured their smooth launch.

Having more frequent 1:1s would be beneficial as at times I feel unsure about my performance throughout the month, but I understand that the workload for a TL must be a lot.

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