

Job Opportunity for Fresh Graduates

30 APR 2020

1. Bytedance (owner of TikTok) (location in KL)

Job title: Content Moderator

1. Review content on short-video platforms and conduct the content quality control in Southeast markets, make sure the contents comply with local policies, regulations and culture;
2. Handle complaints and reports with respect to users and community;
3. Interpret and apply complex policies and guidelines to content by understanding the review policies and guidelines;
4. Identify improvement opportunities in workflow by using daily data analysis and suggest solutions;
5. Analyze the risk level of incidents and assess the safety status of the community and products;
6. Attention to details and ability to work differing 7*24 work rotations/shifts as required in KL.

Qualifications

1. Diploma & Degree fresh graduates with fast-learning ability;
2. Familiarity with internet laws and regulations, in particular reviewing online content;
3. Ability to speak and read in Bahasa Melayu and English fluently;
4. Passionate about Internet entertainment/media space, mobile web video/content, and pop culture.

Kindly apply by submitting your application to Tan Hoi Lay, hooi.tan@bytedance.com

2. Citibank (location in KL)

Job title: Anti-Money Laundering Analyst

The Execution Specialist 5 is an entry-level position responsible for assisting with risk and compliance reviews in coordination with the broader Anti-Money Laundering (AML) team. The overall objective is to utilize in-depth AML knowledge to review, analyze and conduct effective due diligence and investigations on higher risk cases that may be a potential risk to Citi.

Responsibilities

1. Assist with the investigations and research on potentially suspicious clients using various internal and external systems and databases
2. Document and report the review/investigation findings and prepare case files with the required supporting documentation
3. Work with AML team to summarize, in writing, clear and concise findings of the investigation

4. Advise senior management on next steps and provide recommendations on the next course of action (relationship retention, termination, Suspicious Activity Report (SAR))
5. Assist AML team with managing risks by analyzing the root cause of issues and impact to business
6. Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.

Qualifications

- Preferably Fresh Graduate or less than 2 years' relevant experience
- Knowledge of AML regulations preferred
- Proficient in MS Office
- Excellent verbal and written communication skills
- Demonstrated analytical skills

Education

- Degree or equivalent

This job description provides a high-level review of the types of work performed. Other job-related duties may be assigned as required.

Please submit application on <https://jobs.citi.com/job/kuala-lumpur/compl-aml-execution-specialist-fresh-graduate/287/16008069>

3. Teleperformance (location in Penang)

Job Title: Content Review Analyst (Content Moderator)

Content Moderation is essential for guarding, maintaining the online reputation of a business. AI technology shall be deployed for the first round of moderation. Later, Content Moderation by human is necessary to determine "gray areas" that require a human touch. As Content Review Analyst, you will be fulfilling that role by screening, monitoring, approving as well as labelling contents in compliance with the client's policies and guidelines which contribute to cultivate a strong community around the brand.

Responsibilities:

1. Reviewing sensitive advertisements' contents about Pornography, Nudity, Violence, Human Trafficking, Bullying, Drugs, Alcohol, Gore, etc.
2. Validating; monitoring; filtering; investigating contents with high quality, speed, open-mindedness and accuracy.
3. Investigate and resolve issues that are reported on social media such as requests for account support and reports of potentially abusive content

4. Review the reported content within agreed turn-around times and standards of quality
5. Assist our community and help resolve inquiries empathetically, accurately and on time
6. Make well-balanced decisions and personally driven to be an effective advocate for our community
7. Display a strong bias to doing what's right for our community in supporting social media's mission
8. Become and remain knowledgeable about social media products and community standards
9. Use market-specific knowledge, signals and insights to spot and scope scalable solutions to improve the support of our community of users
10. Identify inefficiencies in workflows and suggest solutions
11. Enforce social media Terms of Use by carefully monitoring reports of abuse on the site
12. Gather, analyze and utilize relevant data to develop ways to improve the overall user experience on the site
13. Recognize trends and patterns and escalate issues outside the company policy to the global team.

Requirements

- Bachelor's Degree or further education
- Diploma with agreed minimum experiences
- Good Communication of English language (reading, listening, writing, speaking), validated by minimum score of English language test (based on mutually agreed external English language test or acceptable approved equivalent ex. TOEIC, IELTS, TOEFL, etc.)
- Native speaker of any of the following languages (Mandarin, Thai, Vietnamese, Japanese, Korean, Hindi, Indonesian, Sinhalese, Burmese, Bahasa Malaysia)
- Basic knowledge on Social media platforms as well as Computer operations

Preferred Qualifications

- Prior working experiences in a relevant field/industry would be a plus
- Possess a good Analytical skill; Optimistic; Resilient; Team player
- High affinity and cultural awareness of political/social situation regarding the relevant market / region that will be supported

Kindly submit your application to Jeffrey.Gamatan@teleperformance.com

4. Brandt International (location in KL)

Job Title: Customer Experience Agent

The Customer Experience Agent (CEA) attracts potential customers by answering product and service questions; suggesting information about other products and services. Process orders, prepare correspondences and fulfill customer needs to ensure customer satisfaction by attend/answer inbound calls from customers,

identify their problem and assist them to solve the problems by providing the right solution. Provide customer support/assistance and ensure all incoming calls are answered within the service level set by the Company. CEA are required to work as a team to reduce the call abandoned rate and attend to any other assignments assigned by the superior.

Responsibilities

- Understand client policies and guidelines
- Make decisions according to the defined policies and procedures
- Identify improvement opportunities in work-flow and suggest solutions
- Interface effectively with other internal and Client teams

Requirements

- At least SPM/Diploma /Degree in any field
- Fresh Grads are welcome to apply
- Possess excellent communication skills both in English and Malay
- Good common sense and interpersonal skills
- Strong time management and decision-making skills.
- Good Verbal Communication, Phone Skills, Listening, Data Entry Skills, People Skills, Informing, Customer Focus, Customer Service, Attention to Detail, Professionalism, Multi-tasking
- Past working experience in contact / call center preferred.
- Must possess own transport

Kindly submit your application to Kabil@brandtinternational.com

5. Roche (location in Sunway)

Title: Graduate Positions available for Finance / Procurement / IT / HR / Business / Corporate Services

Responsibilities

- Assist in business functions in the areas of either Finance, Procurement, IT or Corporate Services on tasks related to your field of study
- Learn and practice basic day to day work or projects in a shared services environment
- Engage in networking with colleagues from other business functions and Senior Management on best work practices
- Discover within own team and/or with other process teams to identify and implement improvement opportunities
- Delivering high levels of customer service to both internal or external stakeholders
- Performing other relevant support activities as and when required

Who we are looking for

- Undergraduate students from reputable universities in relevant field of study
- Consistently achieved strong academic performance (minimally CGPA 3.0 or equivalent)
- Possess strong leadership qualities and a good record of extra-curricular activities
- Good command of spoken and written English

Kindly submit your application to :

<https://www.roche.com/careers/jobs/jobsearch/job.htm?id=E-201903-106508&locale=en&title=Fresh+Graduate+%28Finance+%2F+Procurement+%2F+IT+%2F+HR+%2F+Business+%2F+Corporate+Services%29#jobfacts>