

# ABU HAYYAN SHAHNAWAZ HASAN

To work in a progressive and challenging environment where I can fully utilize the best of my skills, experience, and hard work for the development of the company as well as to achieve growth in my career which have always been my efforts in all the endeavors for the development of the organization and oneself

## EDUCATION

- \* B.A (Hons) Arabic from Jamia Millia Islamia, New Delhi, India (2018)
- \* Adv. Diploma in Modern Arabic Language and Translation from Jamia Millia Islamia, New Delhi, India (2018)
- \* Diploma in Modern Arabic Language and Translation from Jamia Millia, Islamia, New Delhi, India (2016)
- \* Intermediate from Madrasatul Islah, Uttar Pradesh, India (2014)
- \* High school from Madrasatul Islah, Uttar Pradesh, India (2012)

## WORK EXPERIENCE

- \* **Working as a P.R.O & Visa Typist at Al Fasaha Typing and Photocopy from 13 December 2021 until up to date in Al-Ain, UAE.**
  - Handling all company contract documents
  - Responsible for controlling all documentation related activities in a project
  - Ministry of Labor (Tas-Heel) System
  - Emirates ID System
  - Immigration System
  - DED Form / Other Ministries
  - All kinds of Application in Arabic or English
  - Provided administrative support to all departments
  - Demonstrated employment terms and conditions to staffs
  - Demonstrated work duties and instructions to new employees



971-502162884



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Al-Ain - UAE

## PERSONAL INFORMATION

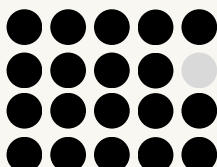
- Religion : Muslim
- Gender : Male
- Marital Status : Married
- Nationality : India
- Date of Birth : 02/01/1996
- Visa Status : Residency Visa
- Indian Driving License : Light vehicle, Motor Cycle

## PASSPORT DETAILS

- Passport Number : S2183234
- Date of Issue : 13/07/2018
- Date of Expiry : 12/07/2028
- Place of Issue : Lucknow, India

## LANGUAGE

- Arabic
- English
- Hindi
- Urdu



# PROFESSIONAL SKILLS

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- Ministry of Labor Typing
- Immigration Typing
- Tas-Heel Services
- Traffic Department Typing
- Municipality Typing
- Trade Name + Business License
- Business Setup
- ADJD Business License Transfer + Power of Attorney Etc. Services
- English/Arabic Typing
- All kinds of Transaction Related to Government

# SKILLS

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- Smart working and Multi-tasking
- Punctual and Sincere
- Team Player
- Excellent Problem Solving Skills
- Excellent Managerial Skills
- Excellent Communication Skills
- Self-Motivated and Positive Attitude
- Ready to Work Under Pressure
- Well Organized

# ADDITIONAL RESPONSIBILITIES:

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**Trend Analysis:** Monitor and analyze trends in content violations to help inform policy changes.

**Training Participation:** Engage in continuous training on updated policies and content review best practices.

**Collaboration:** Work closely with other team members, including policy, product, and engineering teams, to improve content review processes.

**Cultural Sensitivity:** Demonstrate an understanding of and sensitivity to various cultures and communities represented on the platform.

- Answer telephones and handle in an appropriate manner
- Handle clients queries & redress their grievances
- Maintain client relation and ensure customer satisfaction
- Register all Etisalat / DU Number for all customer (My Number My Identity)
- Typing and filling Emirates ID form
- Working with Immigration
- Translating Arabic to English, and English to Arabic
- Checking all documents for the customer
- Making Invoices
- Giving Token Number

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\* **Worked as an Arabic Language Expert & Content Reviewer at Facebook Company on behalf of Genpact India (PVT) Ltd from 21st September 2018 to 12th October 2021**

- **Content Moderation:** Review and evaluate user-generated content (including text, images, and videos) to ensure compliance with Facebook's community standards and guidelines.
- **Quality Assurance:** Maintain high standards of accuracy, consistency, and quality in all reviews to ensure fair enforcement of policies.
- **Policy Implementation:** Apply Facebook's policies to various types of content, ensuring decisions are made in line with community standards.
- **Reporting Violations:** Identify and report content that violates community guidelines, including hate speech, harassment, and misinformation.
- **Decision-Making:** Make quick and precise decisions to uphold content integrity and ensure a safe user experience.
- **Feedback Provision:** Provide feedback on policy updates and improvements based on observed content trends and user behavior.