

Fuzail Iqbal


Experience


Dec 2019–Current (4 Years+)

Content Manager (Linguist)
Assistant Manager
Reliance Jio Infocomm Limited

Roles/Responsibilities

- Provides strategic guidelines and feedback for content specialists. May, at times, oversee/manage the work of others
- Develop work estimates for content management implementations during the product launch.
- Knowledge of content management analytics-related technologies such as elastic search, Kibana, JBDL
- Design and develop client strategies around content management solutions.
- To Handle the AI/ML multi-mode bots in audio, video or texts.
- Assists with the planning, implementation, development and/or servicing of AI/ML audio, video or texts bots.
- Create the dataset of Machine learning models to respond accurately.
- Working as Content Manager to handle the content of Artificial Intelligence/Machine Learning bots. Verify the content of Multilingual bot.
- Verify the content of the Multilingual bot.

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- Working as Content Manager to handle the content of Artificial Intelligence/Machine Learning bots.
- Achieved around 95% of accuracy of Machine learning models
- To analyse the live user's data to improve the chat bot accuracy.
- Delivered the different categories bots like movies, education, services.
- Handled the bot content of different clients like ALT Balaji, Hindustan Unilever Ltd
- Accomplished to serve the daily users of around 1 millions in HelloJio AI chatbot project.
- Handled the content of IVR bot.
- Creating the conversational flows in Audio, video and Text Chatbots.

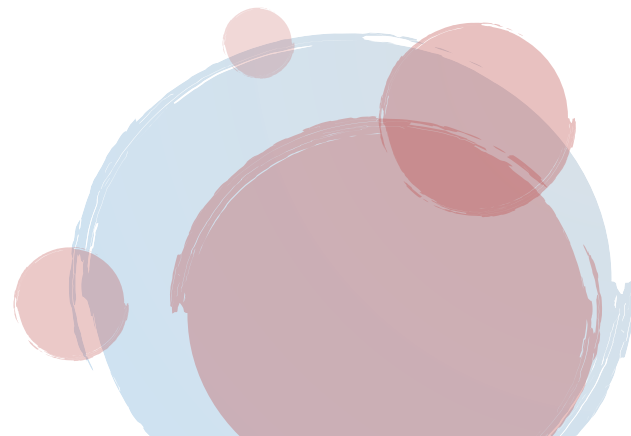
June 2020–Sep 2022 (Freelance-2 years+)

Urdu Personalized Internet Assessor

Telus International AI (Previously Lionbridge AI)

Roles/Responsibilities

- To evaluate the search results of world highest used search engine.
- To compare the results for which side results are more helpful for users in order to get help according to their queries.





June 2019–Dec 2019 (6 Months)

**Subject Matter Expert
Executive
Altruist Customer Management Pvt Ltd**

Roles/Responsibilities

- To help the customer care executives to engage with restaurant owners for queries related to payment or Menu update.

Nov 2018–Jan 2019 (One Time Project for 3 Month)

**Linguistic Tester
SDL Multilingual Pvt. Ltd**

Roles/Responsibilities

- On-site Freelancer Project based
- Native Language Based Testing (Urdu/Hindi)
- Project details – There was a children’s e-book that reads along on screen that needs to be reviewed translation OR do post editing.

Education

- B.sc from Allahabad State university in 2019
H.S.C From U.P BOARD, LUCKNOW (2016)
- S.S.C From U.P BOARD, LUCKNOW (2014)
- AALIM (عالم) From U.P BOARD, LUCKNOW (2016)
- MUNSHI (منشی) From U.P BOARD, LUCKNOW (2014)
- MAULVI (مولوی) From U.P BOARD, LUCKNOW (2015)
- ADEEB (ادیب) From ALIGARH UNIVERSITY (2008)

Personal Details

Father Name: Iqbal Hussain

Mother Name: Gauhar Anjum

YOB- 1992

Languages Known- English, Hindi, Urdu, Arabic(Beginner),
Persian(Beginner)

Marital Status- Not Married

Hobbies : Travelling, watching movies and series





Note: I hereby declare that the above information is true to the best of my knowledge.
(Fuzail Iqbal)

