

# HANNAH GRAVIUS

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## Training Specialist

Outgoing training professional experienced in creating 'ah-ha' moments for learners. Life-long learner who loves the challenge of understanding complex topics to then help others. Adept at analyzing and synthesizing information and working cross-functionally with multiple departments to find innovative solutions. Core competencies include:

Onboarding & Training | Help & Technical Documentation | Tracking & Reporting | LMS  
PowerPoint | Content Creation | Customer Service | Adobe Suite | Collaboration

## EXPERIENCE

### THINK TOGETHER

Dec 2023 – Present

#### Program Leader, Part-time

Primary caregiver leading 25 primary school students during an academic extended care program.

- Ensures students' safety and well-being. Guides class through daily classroom instruction and physical activities. Creates art and STEM demonstrations for lessons.
- Tracks student rosters and calls parents about attendance records. Builds relationships with teachers to manage student and classroom needs.

### ACCENTURE

July 2021 – Oct 2023

#### Citizen Services Call Center Training Specialist (April 2023 – Oct 2023)

Served as content designer and instructor for a government client establishing a 400-agent healthcare call center on a short timeline.

- In 3 weeks, developed a two-week instructor-led curriculum for new hires covering healthcare applications, call center technology and customer service. Created training PowerPoints, job aids, and videos.
- Virtually trained over 200 new agents during a two-month ramp-up period. Raised final assessment averages by 8% through assessing metrics and surveys to improve the course.
- Helped agents troubleshoot and gain technical confidence and abilities with coaching sessions.
- Authored the call center's Help Center articles in SharePoint. Doubled agents' monthly usage of the Help Center when looking up procedures or troubleshooting customer issues during calls.

#### Trust & Safety Training Specialist Onsite at Large Social Media Company (Sept 2022 – March 2023)

Trained new and existing content moderators to create safe experiences for users on the platform. Main trainer for 3 moderation teams tasked with handling fraudulent accounts and bad actors.

- Onboarded new hires by teaching them to moderate based on internal guidelines and handle nuanced, difficult content situations.
- Facilitated team training in-person and virtually. Designed assessments and coaching sessions to close knowledge gaps and sustain a team average of 95% weekly quality. Tracked classes in Excel and client's LMS.
- Collaborated with client SMEs and the QA department on aligning policy documents due to potential gaps between written policy and day-to-day operations.

## **Platform Experience Associate at Large Social Media Company (July 2021 – Sept 2022)**

Safeguarded users as a top-performing content moderator in workflows with frequently changing priorities.

- Moderated a high volume of user-generated content with an average of over 93% accuracy based on the client's Community Standards. This included identifying restricted content and topics like hate speech that required a nuanced approach.
- Analyzed weekly data to author a rising content trends summary report for SMEs to help improve policy development and enforcement decisions.

## **BCFORWARD**

**May 2017 – July 2021**

### **Trust & Safety Content Reviewer Onsite at Large Social Media Company**

Content moderator with an attention to detail working on an Accenture project for a large social media company.

- Focused on preventing spam, malware, and fake accounts on the site.
- Increased team quality by creating help materials on identifying spam more efficiently in new workflows.
- Ran help sessions for coworkers on how to find and compare several types of spam signals in complex content.

## **EDUCATION**

### **Bachelor of Arts (BA) in Asian Studies, Scripps College**

Asian Studies major focusing on Chinese history and politics.

- Spent 6 months at Beijing University. Taught weekly English classes to migrant children ages 5-12.
- **Thesis:** "Gateway of Success: China's Gaokao Test as a Representation of Modern China's Paradigm for Success." Researched issues in educational access and attainment within China.

## **TOOLS & TECHNOLOGIES**

**Office Tools:** MS Office | PowerPoint | Teams | Excel | SharePoint | G Suite | Zoom

**Content and Learning Management Systems:** WordPress | markdown | wikis | HTML & CSS | Ticket Systems | Cornerstone OnDemand LMS | Intellum LMS

**Content Creation:** Adobe Photoshop | Illustrator | Acrobat | Snagit