

# Megan DiMillo

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## PROFESSIONAL SUMMARY

As a Search Engine Evaluator with over 4 years of experience at Appen, I have honed my skills in computer literacy, Microsoft Office, customer service, and time management. My educational background includes a High School Diploma from Mother Teresa Catholic High School.

## SKILLS

- Customer Service
- Search Algorithms
- Content evaluation
- Conflict Mediation
- Data Entry
- Web Research
- Email writing
- Keyword Research
- Customer Service
- Search Algorithms
- Content evaluation
- Conflict Mediation
- Data Entry
- Web Research
- Email writing
- Customer Relations
- Multitasking
- Friendly, Positive Attitude
- Call Management
- Active Listening
- Problem-solving abilities
- Computer Skills
- Keyword Research

## WORK EXPERIENCE

### COMMUNITY AMBASSADOR | 09/2022 to Current

#### Niantic - Ottawa, ON

- Coordinated and implemented numerous meetings, forums and community events.
- Being a liaison between the local Pokemon Go Community and Niantic
- Hosting contests for community members to take part in
- Beta testing new incoming features when required

### SEARCH ENGINE EVALUATOR | 10/2019 to Current

#### Appen - Ottawa, ON

- Provide feedback on search engine results, ensuring their accuracy and relevance to user queries

- Utilizing strong computer skills and knowledge of search engine algorithms to assess quality and effectiveness of results.
- Provide detailed feedback and analysis to help improve search engine performance and user experience.
- Utilize given tools to document and track my evaluations and findings.

**LOYALTY AGENT** | 05/2007 to 09/2010

**Rogers - Ottawa, ON**

- Utilized scripts and other resources to answer customer questions
- Maintained detailed records of customer interactions and transactions
- Processed customer orders accurately and efficiently
- Handled customer service inquiries and complaints in a timely and professional manner
- Applying correct discounts and credits to custom accounts

## **EDUCATION**

**St. Mother Teresa High School - Nepean, ON | High School Diploma**

06/2002

## **LANGUAGES**

**English**



Native or Bilingual