

## Google Experience

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Policy Specialist, Quality Analyst @  YouTube

Sept 14th, 2020 - Present

### *Core Work*

- Directed and assisted the Wolverine Graphic Violence team (13 specialists) in quality assurance, policy knowledge, tool training, and scalable projects. Successfully ramped up the entire GV team through BC training within the first 2 weeks.
- Compiled and analyzed statistical data in experimental methods. Conducted RCA (root cause analysis) bi-weekly on a consistent basis to analyze error trends.
- Became a liaison between different stakeholders to consistently keep track of and communicate action items, requests, goals, and expectations. Created and presented slides bi-weekly with all stakeholders involved consistently for 18 months
- Partnered closely with policy enforcement managers and product teams to capture upcoming updates and proactively enhance current processes based on the changes

### *Significant Projects*

- Pushed to launch the Goldenset process and T2.5 queue for the GV team in which created a gateway for higher workflows to begin in other verticals
- Worked with the engineering/tooling team and became POC for the Wolverine site for tooling improvements, features, or managing incoming requests
- High involvement with the product development team to assist spearheading the Fact Based Enforcement actioning project by conducting research and training the experimental teams
- Launched ways to automate quality measurements and performance indicators for policy specialists and for leads. Assisted in deciding policy specialists for higher up workflows and worked with struggling policy specialists 1:1 weekly to improve policy knowledge

### *ERG Involvement/Extracurriculars*

- One of the founding members of Wolverine Culture Club. Recognized by the site facilitator (Prem James) for assisting in helping spread diversity and awareness.
- Member of Wellness Wolverines and worked with the Wellness Coordinator during COVID restrictions to host wellness events to promote active healthy lifestyles
- Bringing cultural awareness to the policies by leading one of the topics on the Cultural Perspective Project. Successfully Lead to updating multiple policy areas to include world perspectives and changing enforcement globally for the GV vertical