

ABDUL AZIZ

Trust & Safety Analyst | Operations Specialist | Policy Enforcement SME

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Location: Hyderabad, India **Nationality:** Indian

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PROFESSIONAL SUMMARY

Results-driven Trust & Safety professional with 2+ years of experience supporting Google operations through Accenture. Experienced in content moderation, compliance monitoring, policy enforcement, escalation handling, quality assurance, and operational reporting within high-volume environments. Recognised as a Subject Matter Expert (SME) for delivering 98%+ accuracy, mentoring analysts, and improving operational workflows. Strong understanding of SLA/KPI management, risk assessment, and cross-functional coordination. Seeking opportunities in Saudi Arabia (KSA) within Operations, Trust & Safety, Compliance, Risk Management, or Customer Support domains.

CORE SKILLS

Content Moderation	Policy Enforcement	Quality Assurance
Risk Assessment	Escalation Handling	SLA / KPI Management
Training & Mentorship	Operational Reporting	Process Improvement
Google Workspace	Case Management	Stakeholder Coordination

PROFESSIONAL EXPERIENCE

Trust & Safety Analyst – Subject Matter Expert (SME)

Accenture (Client: Google) – Hyderabad, India

June 2023 – March 2026

- Reviewed and moderated 200+ user-generated content cases daily while maintaining 98%+ quality accuracy.
- Provided operational and policy support during leadership discussions and escalations.
- Trained and mentored 15+ analysts on moderation workflows and compliance procedures.
- Conducted quality checks and process improvement activities that reduced escalation rates.
- Analysed recurring platform risks and recommended corrective operational actions.
- Collaborated with Product, Operations, and Legal teams to resolve platform-related concerns.
- Maintained consistent SLA/KPI performance within high-volume operational environments.

EDUCATION

Bachelor of Commerce (B.Com)

Osmania University – Hyderabad, India

Graduated: 2022

CERTIFICATIONS

- Google Data Analytics Certificate – Google / Coursera

- Google Project Management Certificate – Google / Coursera
- Data Analysis with Excel – Microsoft / Coursera
- Trust & Safety Fundamentals – Coursera
- Excel Skills for Business – Macquarie University / Coursera
- Gemini in Google Slides – Google

TOOLS & PLATFORMS

Google Workspace (Docs, Sheets, Slides) • Gemini AI Tools • Reporting Dashboards • Content Review Systems • Case Management Tools

LANGUAGES

English (Professional Proficiency) • Hindi (Native) • Urdu (Native) • Arabic (Basic)