

Contact

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(LinkedIn)

Top Skills

Event Management
Event Planning
Foreign Languages

Languages

Russian (Elementary)
Bulgarian (Native or Bilingual)
English (Native or Bilingual)

Certifications

Bay Area NSF Innovation Corps
Data Analytics (Excel and SQL)

Honors-Awards

Dean's Award
Dean's Award
Dean's Award

Lora Stambolova, MBA

Privacy Operations Specialist at Facebook
Ireland

Experience

Facebook
Privacy Operations Specialist
June 2019 - Present
County Dublin, Ireland

BroadbandTV (BBTV)
Trust & Safety Specialist
December 2018 - May 2019 (6 months)
Vancouver, Canada Area

- Ensuring that YouTube content providers' channels are free of copyright infringement, meet the minimum requirements and don't contain content that could be considered damaging to the brand, including drug references, racist behavior, and nudity, among others
- Creating detailed assessments on channels' safety levels, detailing all potential issues with the channel and its content, thus ensuring monetization and brand safety policies compliance
- Conducting deep dives regarding trending/problematic topics that might affect partners' YPP (YouTube Partnership Program) affiliation
- Working with operations teams to ensure smooth onboarding of the partner regarding internal processes, escalation paths, concerns, and strategies
- Serving as the main point of contact for partners regarding policy compliance concerns
- Educating content providers on the company's processes and policies, including, but not limited to, content claiming, optimization, channel/video branding, and copyright guidelines
- Working with the Research and Development team on creating, enforcing, and scaling policy compliance review tools through continuous feedback and iterations

YouTube

3 years 8 months

Team Lead, Monetization and Content Policy (via Vaco)
December 2016 - April 2018 (1 year 5 months)
San Francisco Bay Area

Process Management

- Continuously collaborated with YouTube ads policy owners on the creation and enforcement of new workflows
- Partnered with Engineering and Product teams to utilize machine learning efforts to keep the YouTube platform safe and provide support for all policy teams
- Worked with Partner and PR teams to set up and report on YouTube partner appeals and escalations regarding monetization and visibility restrictions
- Conducted deep dives and drafted policies regarding content and monetization to be implemented to vendors globally
- Was an integral part of the policy playbooks iteration process by providing feedback on upcoming policies and examples before being rolled out to all reviewers globally
- Led documentation projects to consolidate policy updates and provided a central source of information (internal policy website) for multiple cross functional teams and vendor partners
- Served as a point of contact with all Google stakeholders to ensure flow of information and alignment of both content and monetization policies
- Created weekly and monthly reports to track performance of up to 55 policy associates and overall company KPIs
- Conducted root-cause analysis (RCA) of top error drivers and trends regarding policy implementation

Leadership and Team Management

- Assessed performance, provided guidance and mentorship for up to 55 agents via coaching sessions, group discussions, and monthly 1:1s, thus ensuring SLAs and TAT are constantly met
- On-boarded 40+ new hires within 4 weeks by creating all training programs and schedules
- Prepared interview/assessment questions to evaluate potential new candidates and conducted over 50 interviews to build the team to its full potential
- Trained new near-shore team members, including members of Google leadership, and external vendor partner teams to maintain on par performance

Content and Monetization Policy Associate (Trust & Safety) (via Vaco)
June 2016 - December 2016 (7 months)
San Bruno, CA

- Provided video decisions to ensure high quality and brand safety on a highly publicized Kids app and the YouTube platform as a whole
- Product expert in YouTube's inventory analytics working closely with policy, product managers and engineering leads in monetization program policy
- Authored policies that are enforced in daily workflows and further impacting monetization status of content
- Actively drove tactical improvements for classification operations, including enhancements to tools and processes that increase quality and efficiency such as UX/ UI design, functionalities and responsiveness based on the feedback given by the engineering team and the YouTube users
- Conducted training and shadowing sessions during onboarding of new team members
- Reviewed market specific channels to ensure smooth launch of upcoming YouTube platforms and products

Video Inventory Analyst (via Advantage Technical Resourcing)

September 2014 - June 2016 (1 year 10 months)

San Bruno, CA

- Provided video decisions to ensure high quality on a highly publicized Kids app
- Product expert in YouTube's inventory analytics working closely with policy, product managers and engineering leads in monetization program policy
- Authored policies that are enforced in daily workflows and further impacting monetization status of content
- Actively drove tactical improvements for classification operations, including enhancements to tools and processes that increase quality and efficiency such as UX/ UI design, functionalities and responsiveness using Agile methodology based on the feedback given by the engineering team and the YouTube users

SkillGravity

Content Marketing Manager

December 2013 - September 2014 (10 months)

San Francisco Bay Area

- Used marketing methods to manage content strategy and creation for multi-media campaigns including videos, press releases and infographics increasing amount of new users and site traffic by as high as 60%
- Contributed to negotiating and closing deals with corporate clients, validated product among more than 100 decision makers from Fortune 500 companies and made several valuable key partnerships by presenting at conferences and participating in client meetings to understand their needs and pain points

- Authored, conceptualized and edited blog posts, presentations, e-mails, and product material by means of SEO and various digital marketing techniques
- Worked autonomously to create compelling content for the industry that establishes SkillGravity as an essential business networking platform using social media outlets

Concordia College Scandinavian Studies Department

Teaching Assistant

October 2008 - April 2012 (3 years 7 months)

Moorhead, MN

- Authored and reviewed exams and prepared PowerPoint presentations for professor
- Conducted general research such as identifying new scholarly articles and textbooks for the classes to assist the professor
- Publicized events of the Scandinavian Studies Department by creating advertising materials

Nordic Arts Alliance

Intern

September 2011 - December 2011 (4 months)

Moorhead, MN

- Assisted in the setup of events for a non-profit organization promoting Scandinavian performers
- Maintained contact with the performers and artists to ensure their success and comfort
- Publicized the events, wrote press releases and created advertising materials
- Handled general office duties

Concordia College

Tour Guide/Overnight Host at Admissions Office

September 2008 - April 2009 (8 months)

Moorhead, MN

- Led informative tours for prospective students on campus
- Acted as host to display what life on campus is like

Education

International Technological University (ITU)

Master of Business Administration - MBA · (2017 - 2018)

International Technological University (ITU)

Master of Science - MS, Engineering Management · (2014 - 2016)

Hult International Business School

Master's Degree, International Business · (2012 - 2013)

Concordia College

Bachelor of Arts (B.A.), International Business and Scandinavian
Studies · (2008 - 2012)

University of Oslo (UiO)

Norwegian Language (Intermediate Level) and Norwegian
History · (2009 - 2009)