

# Adam Romano

512-789-6413 | Adamromano1989@gmail.com | Austin, TX

## Artificial Intelligence Analyst

### Information Technology | Data Analysis | Software Engineering

Professional with diverse expertise in the management field, conflict resolution skills, and high customer service skills. Business Administration skills include working with vendors, customers, and coordinating projects with Management on daily tasks. Able to comply with intense corporate policies, procedures, industry regulations, and standards.

Tech Support | Data Analysis | Troubleshooting | Process Improvement | Customer Service | Account Management | HTML | CSS | JavaScript | npm | Express js | Node Js | Sql databases | Rest API's

### Language

- English
- Arabic

### Education

- University Of Texas - Full-Stack Web Development Bootcamp 2021 | **Current**
- Tanta University - Bachelor of Computing and Information Software Engineering (Distance Learning) (BSN) | 2018 - **Current**
- Tanta University - Bachelor of Science in Nursing (BSN) | 2014 – 2018 – **Graduated**

### Professional Experience

Apple INC, Austin, TX

#### Artificial Intelligence Analyst

#### Software Engineering Dep – Siri Team

From May Nov 2021- Current

- Execute on development tasks by implementing databases and use CRUD operation to pull data from the database.
- Monitor and correct Siri's transcription to match the user Input based on their specific market.
- Monitor and evaluate Siri's Helpfulness in a specific market using Apple's guidelines for the specific market.
- Monitor and review all incoming ads, posts, trends, shares, and videos for high-risk content
- Do daily analysis of public opinion to ensure policies are current with market trends
- Implement ideas for policy improvement
- Serve as a functional and global liaison in developed areas of expertise.
- Establish team goals and work with direct reports on strategies for executing, measuring progress, increasing operational efficiency, and sharing results

ACCENTURE, Austin, TX

**Global Trust&Safety Escalations SME**

**Facebook Community operations – Risk Escalations**

From May 2018- Nov 2021.

Leads a team of up to 50 staff monitoring and removing content policy violations for major social media platform clients.

- Investigate incidents and work with the incident response team in relation to suicide, self-injury, child exploitation, and human trafficking
- Evaluate dangerous content for potential escalation to law enforcement
- Develop tools to accelerate the process time and develop efficient work productivity
- Monitor and review all incoming ads, posts, trends, shares, and videos for high-risk content
- Do daily analysis of public opinion to ensure policies are current with market trends
- Implement ideas for policy improvement
- Serve as a functional and global liaison in developed areas of expertise.
- Establish team goals and work with direct reports on strategies for executing, measuring progress, increasing operational efficiency, and sharing results.
- Skilled with user's confidential information research.
- Strong attention to detail with critical thinking skills
- Conduct daily game plan to efficiently allocate workload, continue to monitor queues for variations. and make adjustments as necessary to meet SLAs
- Deliver projects involving quantitative analysis, industry research, and strategy development, working directly with global cross-functional teams to problem solve analytical approaches and develop solutions
- Perform special projects as needed in addition to daily responsibilities
- Advocate for users within their market, partnering with global and cross functional teams to develop global solutions

*Accomplishments*

- Improved failing service levels to achieve a 98% average for quality and quantity SLAs by restructuring daily team operations and providing remedial training to staff.
- Promoted to full-time SME from YouTube contract assignment monitoring political content.

BCFORWARD, Austin-TX

**Customer Service Agent – Auditor**

**YouTube TV**

From Jan 2018- May 2018

- Delivers an excellent customer experience, helping customers choose the right service for their requirements
- Communicate effectively with the customer by (Phone, Email, Chat, Facebook, Twitter)
- Conducts problem solving and troubleshooting

- Help and train new agents and assist other agents with problems they encountered while interacting with members over the phone; addressed escalated customer questions and concerns
- Provides technical help to colleagues if required
- Escalate customers issue when needed
- Achieves personal QA, consistently exceeding key performance indicators
- Resolve customer issues posted on Twitter, Facebook

REDDYICE (Austin-Texas, USA)

**Dock Administrator / Customer Service Agent**

From: 2016 to 2018

- In charge of the day-to-day running of the business.
- Working closely with the Sales Director to prospect, pitch and close new business
- Gaining a strong knowledge and understanding of a clients' brand and products
- Review business plans and set goals for future.
- Determined the duties and responsibilities of individuals in a team.
- Maintaining contact with clients - giving them regular updates.
- Offer solutions to the top management regarding project-related queries.
- Responsible for hiring, training, developing and coaching of all non-management personnel.