Mohamad Malek Albeik

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PROFIL:

- Highly motivated and multilingual professional with over five years of experience working with tech companies in Ireland.
- Strong ability to analyze information, identify inconsistencies, and ensure adherence to established policies.
- My diverse background allows me to adapt quickly to new environments and learn new skills efficiently.

WORK EXPERIENCE:

Cognizant/ Meta

Senior Process Executive: **(Jul 2022 – AUG 2024)**

- Processing request for business Page Name change, Marge Pages, Global Pages, Dispute Admin and Business manager verification.
- Analysing business documents and statements to ensure they are original and following to the correct request.
- Respond to the tasks clients with CRM, and adjust it to follow the correct request for each case.

Keywords Studios

Localization Quality Assurance Gaming Tester (Arabic)   **(Apr 2021 – Jul 2022)**

- Analysis of the Arabic language in the games, syntax, spelling, and report to the client about the issue.
- Ensure that the text following the audio in the game is consistent throughout.
- Ensure that the game respects the local culture.

Accenture/ YouTube

Trust and Safety Machine Learning Specialist   **(Sep 2019 – Dec 2019)**

- Reviewing videos and text content to ensure they are not violations to the policy and learning the machine with targeting the level of quality and productivity.
- Help the team work as a language specialist to identify an unrecognized language or an understood language to correct queue.
- Shadowing with the new joiners to learner them the system and how we take action for the content and how we escalation a grey area content.
- Weekly tracking the trend in the queue to escalate it to the team leader.

Hays/ YouTube
Content Review Trust and Safety **(Oct 2017 - Sep 2019)**

- Processing and reviewing videos accounts that have been flagged for review of potentially sensitive content to ensure there are no violations of policies.
- Maintain a high level of quality in each case that are reviewed.
- Achieve weekly productivity deliverables as part of the daily workflow.
- Balance priorities of daily workflow tasks in line with client needs.
- Support different workflows.

Education:

ecollege
CompTIA Tech+ (Plus) 2025 **(Currently)**

CCT College Dublin **(2024-2025)**
Diploma in Networking and Systems Security, QQI Level 7.

Dublin Business School **(2021-2022)**
Certificate in Business and Digital Skills, QQI Level 6.

Languages:
- Native Arabic
- Fluent English