Mohamad Malek Albeik

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PROFIL:

- Highly motivated, multilingual professional with more than five years of experience working with tech companies in Ireland, specialising in content moderation, Quality Assurance, and Senior Processing Executive roles.
- Proven ability to analyse information, identify inconsistencies, and ensure adherence to established policies through quality reviews and productivity deliverables.
- Leveraged my diverse background to quickly adapt to new environments and efficiently learn new skills, enhancing overall productivity and impact.

WORK EXPERIENCE:

Cognizant/ Meta

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

- Analysed and processed requests for business pages and Business Manager Verification and dispute admin requests.
- Analysed business documents and statements to verify authenticity and compliance with request guidelines.
- Communicated with the clients via CRM (Customer Relationship Management) to clarify and adjust requests.
- Applied Root Cause Analysis (RCA) to identify the underlying reasons behind error cases, and reported it to the team leader.

Keywords Studios

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

- Analysed the games Arabic text to validate grammar, syntax, and spelling, and documented linguistic bugs clearly in the database.
- Verified the contextual consistency of in the games text and audio to ensure accurate synchronisation and flow throughout the games.
- Assessed games content for cultural appropriateness to ensure compliance with local customs and avoid politically sensitive issues.
- Identified and recorded bugs in Jira, collaborating with engineers to verify that reported issues were fixed and implemented correctly, and using MS Office tools for documentation and reporting.

Accenture/ YouTube
Content Review Trust and Safety   **(Sep 2019 – Dec 2019)**

- Reviewed video and text content to ensure compliance with policies and continuous learning of the machine to optimise quality and productivity.
- Supported the team as a language specialist, identifying and escalating unrecognised or unclear language to the correct queue.
- Mentored new team members, demonstrating system navigation, content moderation actions, and escalation of grey area cases.
- Tracked weekly trends in the content queue to ensure a timely report to the team lead.

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

- Processed and reviewed flagged videos and accounts containing potentially sensitive content, ensuring compliance with platform policies.
- Ensured high quality reviews across all cases, consistently achieving weekly productivity deliverables as part of the daily workflow, while supporting different workflows.
- Balanced priorities of daily workflow tasks in alignment with client needs, ensuring compliance with platform policies and escalating any non compliance to the team lead.

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:

- **Arabic**: Native
- **English**: Fluent
- **German:** Basic