

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.
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WORK EXPERIENCE:

Cognizant/ Meta

Senior Process Executive:

(Jul 2022 – AUG 2024)

- Managed and streamlined critical business processes, ensuring accuracy, efficiency, and adherence to established protocols.
 - Identified and implemented process improvements to enhance workflow effectiveness and optimize resource utilization.
 - Provided guidance and support to colleagues on process-related inquiries and troubleshooting.
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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.
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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.
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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.
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Education:

ecollege

CompTIA Tech+ (Plus) 2025

(Currently)

CCT College Dublin

Diploma in Networking and Systems Security, QQI Level 7.

(2024-2025)

Dublin Business School

Certificate in Business and Digital Skills, QQI Level 6.

(2021-2022)

Languages:

- Native Arabic
- Fluent English