

Tova Bergman

Operational generalist with experience across social media and e-commerce moderation, tech, music, film & TV, education, and hospitality industries.

EXPERIENCE

TikTok, London

APRIL 2020 - FEBRUARY 2024

E-Commerce SOP Programme Manager

APRIL 2023 - FEBRUARY 2024

- Led the formulation and enforcement of effective moderation policies within a fast-moving e-commerce environment, resulting in a **63%** decrease in moderation errors, and achieving an accuracy of **99%**
- Coordinated the training and onboarding of **~200** content moderators and operational staff across multiple regions, sharing coaching techniques and industry best practices
- Conducted and leveraged weekly data analysis to develop action plans and implement solutions, leading to new processes which improved seller onboarding outcomes through increased cross-functional collaboration

E-Commerce Moderation Trainer

NOVEMBER 2022 - APRIL 2023

- Delivered onboarding, master certification, and policy update training to internal QA and support teams, and external moderation vendors, resulting in a **29%** decrease in policy enforcement errors
- Trained the launch team for a second European market, achieving perfect results on over **95%** of the exams and consistent above-target performance upon training completion
- Conducted regular knowledge evaluation tests and enforcement data analysis to identify areas of improvement and develop further training programmes

Music Library Moderator

MARCH 2022 - NOVEMBER 2022

- Coordinated catalogue onboarding process and analysed release data to identify and curate top-performing music, and collaborated with artist partnerships, A&R, and product development teams
- Moderated **200+** daily tracks and albums for the US and UK markets, approving **10,000+** items for distribution, surpassing a **95%** compliance rate

Community Content Management Specialist

APRIL 2020 - MARCH 2022

- Monitored and evaluated **1,000+** user-generated content pieces daily, implementing rigorous quality control measures that ensured **98.5%** accuracy and safeguarded brand reputation
- Mentored and trained new team members to reach performance targets, and provided impactful insights to senior management

London Film School, London

Workshop Assistant & Asst. Production Manager

MARCH 2019 - MARCH 2020

- Facilitated workshops and short courses taught to film industry professionals
- Supervised the production of **20+** short films while working on the summer school programme

CIC Media TV, London

Freelance Researcher & Factual Series Coordinator

NOVEMBER 2019 - JANUARY 2020

- Compiled research for BBC World documentary Deadly Disasters episode scripts, recruited expert interviewees, and directed studio voice-over sessions

Bavaro Hostel, Punta Cana

Manager

JULY 2017 - APRIL 2018

- Implemented automation tools which revolutionised hostel operations, slashing administrative task time by **80%**, saving over **30** hours per week and allowing the front desk team to focus on providing excellent customer service

London, UK

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EDUCATION

London Film School

London

Screenwriting MA

Brunel University

London

Creative Writing BA
(1st Class Hons)

LANGUAGES

English – Fluent

Swedish – Native

CERTIFICATIONS

Software Development lvl. 3

Agile Project Management

DEI Awareness

Sustainable Tech

TECHNICAL SKILLS

HTML5

CSS3

JavaScript

SQL

Python

Jira

SOFT SKILLS

Problem Solving

Lateral Thinking

Cross-Functional Coordination

Policy Development

Stakeholder Management

Cross-Cultural Collaboration

Training

Communication

Analysis