

SUMMARY

- Experienced toxicologist with a Master's degree in Toxicology.
- Over 5 years of experience in a senior analyst role, specializing in subject matter expertise.
- Passionate about transitioning into a corporate trainer role to leverage expertise and skills.
- Proven track record of delivering training sessions and workshops to diverse audiences.
- Skilled in developing training materials and curriculum tailored to meet specific learning objectives.
- Strong communication and presentation skills to effectively convey complex information to learners.
- Ability to adapt training techniques to accommodate different learning styles and preferences.
- Proficient in creating interactive and engaging training sessions to enhance participant learning experience.
- Dedicated to continuous learning and professional development to stay current with industry trends and best practices.
- Seeking opportunities to utilize my knowledge and experience to inspire and empower individuals in a corporate training setting.

HIGHLIGHTS

Community Policy Building Certification

Trainer's Certification

Interviewer Certification

Google Ads

Digital marketing

Employee Management

WORK

Senior Analyst (SME) at YouTube (Concentrix, Gurgaon), Gurgaon — Nov, 2012 - Jan, 2016

- Responsible for ensuring YouTube's adherence to community guidelines through content moderation.
- Maintained scaled abuse queues and quality control by executing SQL queries.
- Collaborated with celebrity accounts to mitigate impersonation issues.
- Developed and implemented privacy policies to comply with GDPR regulations, including special projects like EDSA content.
- Developed policies to manage fake copyright claims using the copyright match tool.

FARHA KAZMI

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SKILLS

Employee Management

Policy Building, Queue Management,
Stakeholder Management

Risk Management

Certified Trainer

Languages Known

Hindi, English, Turkish and Arabic

- English

- Led a team in managing privacy and audit controls, and addressing risks like suicide threats and terrorist content.

Content Manager (TL) at WeLike (Redefine Global, Pune), Pune — Feb, 2018 - May, 2019

- Managed team performance and audits for maintaining quality control and data metrics such as CTR, composition, interaction rate, and strike rate for both Hindi and English content, reporting weekly to site leads.
- Led the acquisition and distribution of high-quality content, and handled content scraping and slide posts for both languages.
- Oversaw vendor management and community standards, introducing and restructuring policies and conducting training sessions for policy building.

Content Manager (SME and Trainer) at ByteDance India, Gurgaon — Jun, 2019

- Oversaw team performance and quality control for Helo and TikTok across multiple countries, ensuring high standards in content management.
- Conducted coaching sessions and built policies in collaboration with the trust and safety departments to refine and implement community standards.
- Developed and enforced community standards policies for video platforms, managing risks through internal and external escalations involving GR and PR teams.
- Collaborated with strategic teams to address legal threats related to video content, leading audits and vendor training sessions across various locations.
- Handled content acquisition for multiple countries and led projects to identify content trends for Helo.
- Worked with alert and hate speech teams to ensure platforms adhered to safety and compliance guidelines.

EDUCATION

B.Sc in Science from University of Rohilkhand, Barielly (U.P)

M.Sc in Toxicology from Jamia Hamdard University, New Delhi

LICENSES & CERTIFICATIONS

Acquisition Certificate

Community Policy Building Certification

Trainer's Certification

Interviewer Certification

HRM

Human relations Management

Data Analytics

Advance Excel and SQL

Google Ads

Digital marketing

COMPETENCIES

Employee Management