
Dan Sikler

Trust & Safety Operations Leader

AI Model Training & Prompt Engineering Specialist

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SUMMARY

Trust & Safety leader with 6+ years driving operational excellence through AI integration, BPO management, and cross-functional program delivery. Expert in AI model training, prompt engineering, and LLM optimization for content moderation at scale. Skilled in designing golden datasets, auditing AI outputs through SQL-based analysis, and building scalable frameworks that balance automation with human oversight. Proven success managing global vendor teams, leading complex technical migrations, and implementing data-driven solutions that improve accuracy, efficiency, and platform integrity.

EXPERIENCE

Indeed - Glassdoor, Remote - Functional Lead

April 2025 - PRESENT

Leading Trust & Safety operations for world's largest job platform (post-merger), focusing on AI-enhanced content moderation, escalation management, and cross-functional program delivery across Heritage and Community platforms.

AI Model Training & Optimization:

- Train and refine GPT models through iterative prompt engineering, SQL-based output auditing, and golden dataset curation to optimize moderation accuracy and reduce false positives.
- Design comprehensive testing frameworks for AI moderation tools, including edge case identification, bias detection protocols, and quality threshold calibration.
- Conduct systematic AI output analysis using SQL data pipelines to identify model drift, calibration needs, and guideline misalignment, informing prompt refinement strategies.
- Create and maintain golden datasets as a single source of truth for prompt fine-tuning, ensuring high-quality training data for LLM optimization.

Content Moderation Leadership & QA Strategy:

- Serve as subject matter expert on content moderation policy and operations, leading top-level escalation resolution across all content verticals, making final moderation calls in coordination with Legal, Communications, and C-suite leadership, reducing escalation backlog by 40%.
- Design and launch Level 2 Moderation Team to handle complex escalations, re-moderation projects, and sensitive policy enforcement.
- Own QA design and review strategy for AI-powered moderation tooling, implementing feedback loops and performance metrics that improve team calibration scores by 18%.

Technical Project Leadership:

- Drive Retool migration and UAT across 10+ mission-critical applications, ensuring functional parity through comprehensive testing, backlog grooming, and Engineering collaboration.
- Build SQL-based reporting dashboards to identify root causes of content flagging patterns, powering automation recommendations that reduce manual review volume by 35%.

Glassdoor, Remote - *Offshore Program Lead*

March 2019 - April 2025

Managed global BPO operations across multiple vendors, designing scalable QA programs, training frameworks, and compliance workflows to ensure accuracy and consistency.

BPO & Vendor Management:

- Oversaw offshore moderation teams across 3 vendors spanning 5 countries, managing 60+ reviewers and ensuring adherence to platform guidelines and quality standards.
- Designed comprehensive QA audit programs achieving 92% average accuracy across vendor teams through data-driven feedback and calibration sessions.
- Built Lessonly and Guru documentation libraries to standardize workflows across geographies, supporting seamless AI integration readiness.

Cross-Functional Collaboration:

- Partnered with Product, Engineering, and Customer Care teams to define admin platform bugs, prioritize feature requests, and serve as operational voice in tooling enhancements.
- Launched cross-functional QA and calibration workflows between Trust & Safety and Customer Care, aligning enforcement standards and improving consistency by 25%.
- Created decision-making trees and calibration tools to align Heritage and Community QA enforcement across internal and external teams.

Process Optimization:

- Developed SQL queries and Metabase dashboards to monitor fraud flag triggers, guideline attunement metrics, and operational performance KPIs.
- Automated routine reporting workflows, reducing manual data processing time by 50% and enabling real-time performance tracking.

EDUCATION

Kent State University, Kent, OH - *Bachelor of Business Administration*

August 2009 - May 2013

Finance Major, Business Management Minor

SKILLS

- **AI & Data Tools:** SQL (advanced querying/dashboards), JavaScript (automation), Tableau, Excel (formulas/pivots/macros), Prompt Engineering for LLMs, Oracle OCI AI Foundations Associate (2025)
- **Platforms & Systems:** Retool, Jira, Salesforce, Lessonly, Cursor, Guru, Google Workspace, Superset, Metabase, RazorSQL, Zoom, Slack
- **Methodologies:** Agile/Scrum, Root Cause Analysis, A/B Testing, User Acceptance Testing, QA Frameworks, Vendor Management, Escalation Resolution