textnow

Data Scientist - Trust & Safety

Open- United States / Open- Canada

Data And Analytics – Data Science /   Full-Time /   Remote

We believe communication belongs to everyone. We exist to democratize phone service. TextNow is evolving the way the world connects and that's because we're made up of people with curious minds who bring an optimistic, yet critical lens into the work we do.   We're the largest provider of free phone service in the nation. And we're just getting started.

Join us in our mission to break down barriers to communication and free the flow of conversation for people everywhere.

TextNow Data Science team is looking for a Data Scientist to fuel the next stage of our growth. This person will work closely with Trust & Safety team to protect community experience and drive operational excellence. The Data Scientist, Trust & Safety will work on both first-party and third-party data to deliver actionable insights and develop machine learning algorithms to enable the creation and defense of trust at TextNow.

What You'll Do

- Drive and support data-driven product roadmap for Trust & Safety

- Design, validate and implement machine learning solutions to detect and mitigate potential fraud behavior and bad actors across the TextNow platform

- Quantify the business impact with experimentation and non-experimental strategies

- Conduct root-cause analysis and ad hoc investigation on KPI anomalies · Partner with product and engineering stakeholders to drive the success

- Manage data science projects from design and documentation to execution with minimum supervision

- Be the domain expert and coach junior data scientists and analysts

Who You Are

- BA/BS in a quantitative discipline like Math, Statistics, Computer Science, or Economics required. MS or PhD preferred

- 3+ years of industry experience, preferably supporting trust & safety, policy, content moderation, or security teams

- Excellent data query skills in handling structured and unstructured data using complex

- SQL at large scale; prior experience with Snowflake a plus

- Hands on experience in scripting languages such as Python

- Knowledge of machine learning, experimentation, causal inference and ETL framework like Airflow

- Strong story-telling and analytical skills to transform data into actionable insights

- A self-starter with a "can do" attitude and passion for driving impact and execution

More about TextNow...

Our Values:
- · Customer Obsessed (We strive to have a deep understanding of our customers)
- · Do Right By Our People (We treat each other with fairness, respect, and integrity)
- · Accept the Challenge (We adopt a "Yes, We Can" mindset to achieve ambitious goals)
- · Act Like an Owner (We treat this company like it's our own... because it is!)
- · Give a Damn! (We are deeply commited and passionate about our work and achieving results)

Benefits, Culture, & More:
- · Strong work life blend
- · Flexible work arrangements (wfh, remote, or access to one of our office spaces)

- Employee Stock Options

- Unlimited vacation

- Competitive pay and benefits

- Parental leave

- Benefits for both physical and mental well being (wellness credit and L&D credit)

- We travel a few times a year for various team events, company wide off-sites, and more

Diversity and Inclusion:

At TextNow, our mission is built around inclusion and offering a service for EVERYONE, in an industry that traditionally only caters to the few who have the means to afford it. We believe that diversity of thought and inclusion of others promotes a greater feeling of belonging and higher levels of engagement. We know that if we work together, we can do amazing things, and that our differences are what make our product and company great.

TextNow Candidate Policy

By submitting an application to TextNow, you agree to the collection, use, and disclosure of your personal information in accordance with the TextNow Candidate Policy

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