Trust and Safety Counsel

Morgan Lee • New York, NY, USA

8%

~24 out of 300
Zendesk users

About me. As an Online Safety Counsel in GitHub's legal department, I specialize in trust and safety. Over my 11 years here, I've worked across employment law, product counseling, stock issues, mergers and acquisitions, and trade sanctions.

Goals. Use Zendesk to assess facts and reach legal conclusions. Provide legal input on tickets through comments.

> Zendesk's ticket archives and search capabilities let me reference case histories and offer timely legal analysis. Enhancing data retention and adding smarter search filters will be a huge step in streamlining my reviews and delivering even more efficient counsel.

Zendesk interactions

Review tickets escalated to Legal
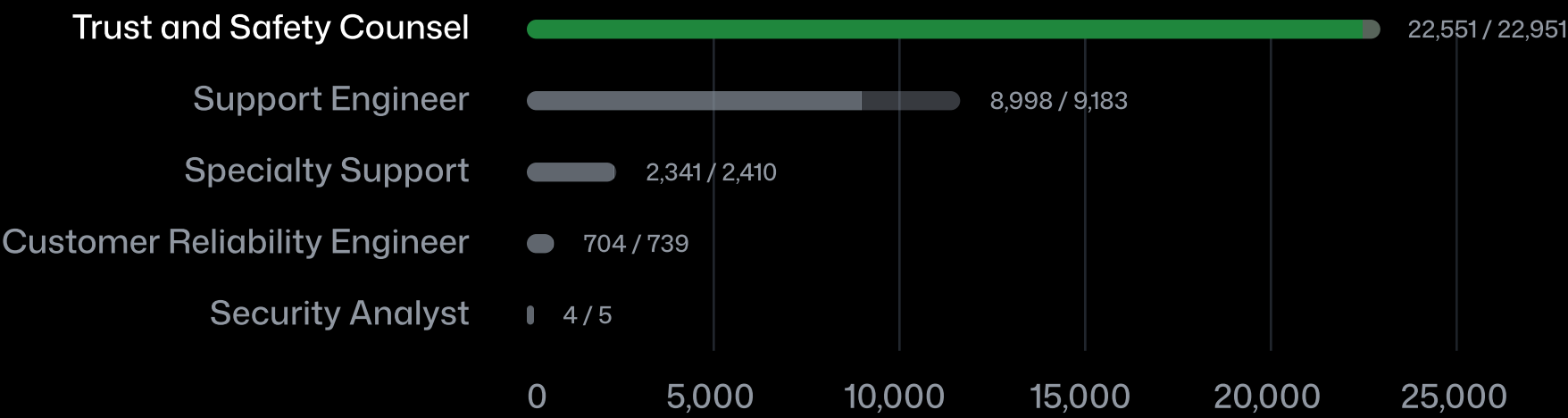
Respond with instructions or advice via ticket comments

Return tickets to the appropriate macro

Technical expertise: 1 / 5

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Training needs: High

Monthly tickets

Trust and Safety Counsel	22,551 / 22,951
Support Engineer	8,998 / 9,183
Specialty Support	2,341 / 2,410
Customer Reliability Engineer	704 / 739
Security Analyst	4 / 5

0   5,000   10,000   15,000   20,000   25,000

Total tickets: 22,951

Resolved: 22,551 (98%)

Key challenges

Data loss. Old ticket data is lost due to retention limits, making it hard to access historical context and precedents. We're building a separate knowledge base and hope to use AI for this in the future.

Search limitations. Zendesk's search is not fine-grained enough to easily find tickets I've worked on or those with specific keywords.