



Security Analyst
Jason Lin • San Francisco, CA

4%
~12 out of 300
Zendesk users

About me. As a member of GitHub’s Safety and Integrity Ops team (formerly Platform Health), I work alongside analysts and machine learning engineers to proactively mitigate large-scale abuse—such as mass account creation, spam, or malware that threatens user safety. Our team of 10 builds internal tools for abuse detection and response, but we also interact regularly with Zendesk for appeals and customer communications.

Goals. Ensure accuracy in account action decisions through thorough reinvestigation of appeals. Clearly communicate with customers to prevent or stop abusive behaviors impacting platform health.

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I rely on Zendesk’s integrated ticket views and structured message templates to manage abuse appeals and customer outreach with precision. By leveraging these streamlined workflows, I can deliver accurate, official communications quickly and keep our platform secure.



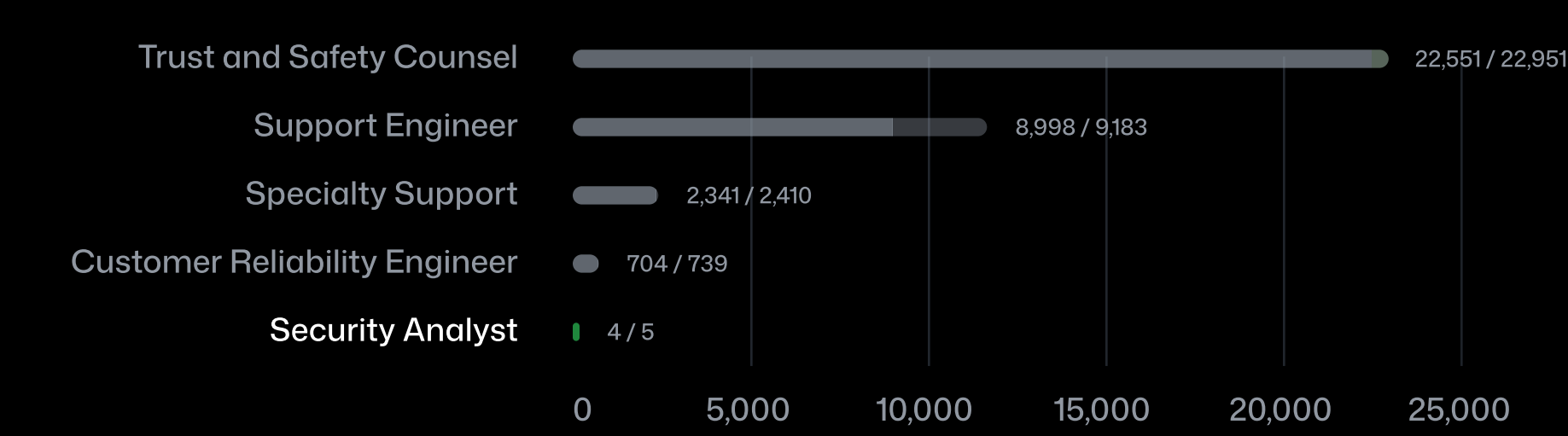
Zendesk interactions

- Conduct proactive customer outreach for incentivized abuse (e.g., OAuth farming for crypto mining) to inform users of terms of service violations
- Review appeals tickets daily to reassess account actions and update support with findings

Technical expertise: **2 / 5**

Training needs: **High**

Monthly tickets



Total tickets: **5**
Resolved: **4 (80%)**

Key challenges

- Manual outreach process. Proactive outreach requires copying emails and boilerplate content into Zendesk, resulting in too many clicks and anxiety about mistakes. There’s a need for a simple, official button or template system.
- Lack of templates/automation. There’s a strong desire for templates that auto-populate user info and streamline outreach with fewer steps.
- UI/UX concerns. The Zendesk interface feels unintuitive, making it hard to complete tasks confidently.
- Ticket creation stress. Creating new tickets or outbound communications is stressful due to fear of errors.
- Permission and entitlement issues. Lack of full account privileges caused an initial learning curve.