Davide INVERNIZZI

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Relevant Experience

Community Content Management Specialist - Push IT, ByteDance   *(04/2022 – Present)*
- Assisted and supported the team in Advisor's tasks, such as BMQA and appeals on behalf.
- Developed a new Policy Mapping document designed for Push policies.
- Ensured legal compliance and safety of content uploaded to the platforms for the Push project, that aims to re-engaged less-active users by sending them a push notification with relevance of high-quality diverse videos based on personalisation and interest.

Team Lead Rotation Programme - Live ES/LATAM, ByteDance   *(10/2021 – 01/2022)*
- Managed the Es-LatAm Livestream Moderation team, ensuring operational excellence.
- Organised regular team and 121 meetings, ensuring constant updates, support and feedback.
- Prepared and delivered successful presentations to stakeholders,regarding metrics of the market.
- Attended management meetings with peers and stakeholders, collaborated cross-team in order to ensure manager's expectations.
- Supported the internal recruitment process, creating tests and taking part in the interviews for the candidates.

Community Content Management Specialist - IT, ByteDance   *(6/2019 – 04/2022)*
- Created and efficiently managed a team for the workflow distribution in the Italian market.
- Supported the Team Lead with shift coordination, monitored and forecasted the incoming of the content to be moderated.
- Managed and supported the onboarding process of the new joiners.
- Managed training sessions related to tasks and promotion of company culture.
- Ensured legal compliance and safety of content uploaded to the short video platforms, as well as the development, improvement and maintenance of standards for the security of the online communities.

Localisation QA Tester, Pole To Win UK   *(6/2018 – 4/2019)*
- Analysed Italian text to identify and correct issues related to localisation and provided detailed and complete reporting (and subsequent revision) of those errors or problems, whilst making suggestions for improvements.

Leadership and management experience
- Project Management: created and perfected a system for the task arrangement in the IT market; involved in advisors recruitment during Rotation programme; assisted the team during the PIPE-OPUS pilot during Rotation Programme.
- Empowerment: trained new joiners about VV line, SLA and Latency; assembled and trained a team for the arrangement of the tasks of the IT market; coached and supported junior moderators.
- Organisational skills:used the Eisenhower matrix when dealing with different tasks and projects, delegating the less important but still urgent ones, while taking care and rescheduling the most important, assuring a smooth completion by the deadlines.

Relevant Technical Skills
- New ECDL Full Standard Certificate (Office 365/Google Docs) | Experience with spreadsheet and data manipulation.
- Knowledge and experience with tools such as TCS, DataPower, MMP and Hawk, for monitoring and analyzing metrics, forecasting data and implement relevant strategies..

Education
Master's Degree - Culture and History of Publishing System **- University of Milan**   *(9/2013 – 4/2016)*
Bachelor's Degree - Languages of Media **- Catholic University of the Sacred Heart of Milan**   *(10/2009 – 9/2012)*