

Raymond Pasion

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Experience

June 2021 - Jan 2022

Automattic - *Trust and Safety*

Investigated inquiries regarding self-harm, CSAI, harassment, DMCA, Trademark, and misinformation and removed bad-actors from the platform.

- Designed interactive documents to help train new hires, decreasing ramp up time from 4 weeks to 2 ½ weeks allowing new hires to be trained and ready for projects before their first month.
- Facilitated projects to remove adult content off the platform and automate the process resulting in a drop in SLA breaches.
- Simplified the communication process to cross-functional teams such as NCMEC that decreased the average time spent on tickets.

January 2020 - June 2021

Cognizant @ Facebook, Mountain View - *Senior Process Executive - Monetization*

Filtered through content on Facebook and Instagram to see eligibility for monetization, under the scope of self-harm, child porn, drugs, gore, and hate-speech

- Constructed premade responses for cross-functional partners to streamline the conversation and increased the number of closed tasks in a day by 200%
- Established Policy Knowledge Tests that increased the quality from 85% to 98% accuracy within the team.
- Managed a team of 8, responsible for the adjustments in policies and creating Policy Knowledge Tests.
- Outperformed the support team with an average of about 3,100 FB and IG partners per month.
- Implemented changes that increased speed and accuracy on the reviewing platform (SRT), averaging 25 more tickets a day.

Education

Harvardx - *CS50 Certificate*

AppAcademy Open- *Full-Stack Development*

Skills

- Efficiency in C, JavaScript, SQL, HTML, CSS, React, and Python
- ZenDesk, Trello, Asana