

PROFILE

- ✓ **User advocate with a proven track record of establishing and maintaining high standards of efficiency, communication and empathy in high-pressure support environments.**
- ✓ **Leverages background in hospitality and keen eye for detail to identify and prioritize operational and customer service needs, fulfilling business goals while adapting to changing priorities.**
- ✓ **Entrepreneurial project manager with a passion for fostering cohesion among cross-functional teams and stakeholders.**

CORE EXPERTISE

Cross-Functional Team Leadership ▪ Team Development & Training ▪ Trust & Safety Case Management ▪ Project Management Research & Analysis ▪ Stakeholder Management ▪ Strategic Problem Solving & Conflict Resolution ▪

PROFESSIONAL EXPERIENCE

Community Support and Legal Lead ▪ MasterClass, Inc ▪ San Francisco, CA ▪ November 2020 – Current

Community Focused Lead that supports the MasterClass community and resolves the multiple Legal inquiries that arise from a global audience. Critical to this is the ability to clearly outline priorities, tasks, and updates in an efficient manner that can be easily conveyed and understood by internal and external interests.

- Supervises and triages active escalations that arise from the Support team with high-touch issues.
- Prioritizes fostering relationships with remote BPO members to strengthen cross-functional Support capabilities.
- Is a Champion for user's Privacy- tied into the Legal Lead role, and responsible for determining CCPA and GDPR Data Rights requests.

Senior Trust and Safety Case Manager ▪ Airbnb ▪ Portland, OR ▪ November 2018 – November 2020

Supports the internal Trust and Safety department through personalized case handling of global, brand-sensitive and severe safety incidents. Reviews and escalates violations of safety standards to ensure all service level agreement requirements are met. Maintains ownership of escalated, media-sensitive incidents from investigation to resolution.

- Led team of 10 agents to establish performance tracking processes for particular violations- still in use across the global organization and has successfully reduced the total TTR Metric by more than 10%.
- Maintained a 100% quality CSAT and a TTR rate of less than 60 minutes throughout 2020 while resolving twice the target number of daily tickets.
- Built and implemented a new *Parties In Listings* violation category to report unauthorized parties in response to a brand-critical Safety incident in 2019.
- Served as subject matter expert and trainer on specialized Trust and Safety policies and procedures.
- Trained and developed remote team of 35 to assist support team's outsourcing efforts during global pandemic – serves as point of contact for all escalated safety cases and urgent incidents for North America.

Bachelors of Business Administration, Project Management | California State University, Chico

Six Sigma Green Belt Certification | IASSC | Microsoft Office Suite | SQL | Apache Superset | Zendesk