

NOMAN KABIR

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PROFESSIONAL SUMMARY

Trust & Safety professional with 2+ years of hands-on content review and compliance experience at Teleperformance Malaysia, achieving 98% accuracy across SLA and quality targets. Skilled in policy enforcement, risk identification, escalation handling, and clear communication of complex decisions to stakeholders. Fluent in Urdu and English with a proven ability to manage high-volume queues in fast-paced environments while upholding platform integrity and developer empathy.

WORK EXPERIENCE

Operations Customer Expert - Trust & Safety | Teleperformance Malaysia Sdn. Bhd. | May 2025 - Present

- Review and resolve 100+ daily compliance cases with 98%+ accuracy, ensuring strict adherence to platform policies, data-handling standards, and internal guidelines.
- Handle escalations and appeals related to enforcement actions, conducting thorough research to support fair, policy-aligned decisions and communicating outcomes clearly through tickets and emails.
- Identify content risks, policy gaps, and process inconsistencies, providing structured guidance to help users and developers meet platform compliance requirements.
- Route and triage incoming cases to correct workflows with high accuracy, consistently maintaining SLA targets in a high-volume, fast-paced environment.
- Contribute to knowledge base improvements by documenting recurring issues and supporting consistent application of compliance rules across the team.

Senior Executive - HR Performance Management | Bachaa Party | Jan 2024 - May 2025

- Managed the full performance management cycle for 200+ employees, ensuring accurate KPI collection, evaluation completion, and timely processing of review outcomes.
- Prepared confidential performance reports and data summaries for leadership, supporting data-driven decisions on talent development and resource planning.

Manager - Sales Support & Operations | Meatees Pakistan (Co-Founder) | Jul 2021 - Dec 2023

- Co-founded and scaled an e-commerce operation, managing end-to-end order fulfillment, logistics coordination, and vendor contracts to deliver consistent customer experience.
- Implemented customer support protocols that improved resolution rates and retention; managed platform maintenance covering product listings and payment processing.

Multiple Roles - Sales, Operations & Systems | Telenor Pakistan | Mar 2007 - Jun 2021

- Progressed through 8 roles over 14 years, culminating as Area Sales Manager; drove channel sales growth, CRM optimization, and cross-regional operational efficiency.
- Managed CRM implementation and digital process improvements as System Support Specialist, enhancing service delivery continuity and team productivity.
- Led planning, business reporting, and performance analytics as Operations Planning Specialist, supporting executive decision-making across national operations.

EDUCATION

MBA - Business Administration | Mohammad Ali Jinnah University | 2010

DIT - Information Technology | Transtech Institute | 2002

B. Com - Commerce | University of Karachi | 2001

CORE COMPETENCIES

Content Moderation & Trust and Safety • Policy Enforcement & Compliance Review • Escalation Management & Appeals Handling • Risk Identification & Judgment Calls • SLA & Quality Target Achievement • Developer & Stakeholder Communication • CRM Systems & Workflow Optimization • SOP Development & Process Improvement • Data Accuracy & Confidentiality • Urdu (Native) • English (Fluent).