

# MUHAMMAD NOMAN WALEED

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Trust & Safety | Content Moderation | Urdu/English Language Support

## EXPERIENCE

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**Trust & Safety Expert** | Teleperformance Malaysia SDN. BHD.

May 2025 - Present • Kuala Lumpur, Malaysia

- Investigated and resolved 10-15 trust & safety cases daily, maintaining an average of 98% accuracy rate against policy benchmarks.
- Reviewed and assessed content against established platform policies, providing actionable guidance to developers on resolution steps for flagged enforcement cases.
- Served as a peer resource for policy guidance, supporting teammates on complex or ambiguous case escalations.
- Managed SLA-driven workflows with strict quality and turnaround targets.

**Zoho CRM & Frontend Developer** | Dream Softs Tech

Jan 2025 - May 2025 • Faisalabad, Pakistan

- Developed and customized Zoho CRM modules, layouts, workflows, validations, and Deluge automation scripts.
- Rebuilt CRM and web UI/UX through frontend redesign using HTML5, CSS3, JavaScript, and Bootstrap.
- Aligned Zoho platform configurations with client-specific business processes and operational requirements.

**Zoho Developer** | KG CRM Solutions LLP

Jan 2022 - Feb 2023 • Remote

- Delivered end-to-end Zoho CRM customizations for 10+ international clients across the US, UAE, UK, and Europe.
- Built automation using Deluge scripting, workflows, Blueprints, and Zoho Functions for enterprise-scale operations.
- Integrated Zoho CRM with Zoho Creator, Campaigns, Bookings, Meetings, and Webinars to create unified workflows.

## EDUCATION

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**Master of Science in Computer Science & Technology**

2022 - 2025

Dalian Maritime University, China

GPA: 3.89 / 5.00

**Bachelor of Science in Information Technology**

2017 - 2021

University of Agriculture Faisalabad, Pakistan

GPA: 3.64 / 4.00

## SKILLS

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**Trust & Safety:** Content moderation, policy enforcement, content policy compliance, case investigation, platform integrity, SLA management, quality assurance.

**Languages:** English (Professional), Urdu (Native), Chinese - Mandarin (Basic).

**Zoho Ecosystem:** CRM, Creator, Campaigns, Bookings, Meetings, Deluge scripting, Blueprints, Workflows, APIs.

**Frontend:** HTML5, CSS3, JavaScript, Bootstrap 5, Responsive Design, Chrome DevTools.

**CMS / Tools:** WordPress, Elementor, Squarespace, WebFlow, cPanel.