

Ali Hamadi

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Dynamic Content Moderation and Customer Support Specialist with over 5 years in the BPO industry, working with major multinational clients while based in Southeast Asia. Expert in managing Arabic & English content, delivering top-tier customer service, ensuring regulatory compliance, and enhancing user trust and safety.

WORK EXPERIENCE

Hotel Support Specialist

2025

Trip.com, Bangkok

- Provided multi-channel support (tickets, email, IM, calls) across Arabic (MENA), and English markets.
- Boosted hotel partner satisfaction through system promotion and collaborative problem-solving, including outbound outreach.
- Maintained market knowledge, efficiently managing high-volume incident cases contributing to consistent and reliable service delivery.

Trust and Safety Operations Specialist (YouTube, Facebook)

2022 – 2024

Concentrix, Kuala Lumpur

Provided expertise in legal compliance, content moderation, and customer support.

- Legal Content Removal: Evaluated legal complaints regarding English and Arabic content, ensuring compliance with regulations and platform policies. Took necessary actions such as content removal, blocking, or restricting access.
- Content Moderation: Reviewed video content, including sensitive and non-sensitive material, across multiple moderation tiers (Tier One, Tier Two, and Appeals). Contributed to trust and safety efforts by identifying and escalating harmful content.
- Customer Support: Provided chat, email, and callback for English-speaking markets. Assisted users with troubleshooting, account issues, and general inquiries while maintaining high customer satisfaction.

Content Review and Customer Support Associate (Facebook, TikTok)

2018 – 2021

Accenture, Kuala Lumpur

Worked across multiple projects in customer support, content verification, search result evaluation, and transcription.

- Customer Service: Delivered bilingual (Arabic and English) support via voice and chat, assisting MENA clients with technical issues and inquiries.
- Job Fraud Prevention & Verification: Reviewed and verified job postings to identify and eliminate fraudulent listings, ensuring a safer user experience.
- Search Quality Analysis: Evaluated the relevance of search results using predefined criteria in both English and Arabic, contributing to improved search accuracy and user satisfaction.
- Transcription: Transcribed Arabic videos from various dialects, ensuring high accuracy to support algorithm improvements and content accessibility.

Medical Laboratory Intern

2015

Sahel General, Al Zahraa, Al Hayat Hospitals, Beirut

- Completed a 3-month internship, refining skills in time management, collaboration, and ethical professionalism.
- Assisted in laboratory tasks, enhancing practical knowledge and technical proficiency.

EDUCATION

Bachelor of Science in Biology

2017

Lebanese International University (LIU)

SKILLS & COMPETENCIES

- **Languages:** Lebanese Arabic (Native), English (Fluent)
- **Technical Skills:** Content moderation tools, CRM software, Microsoft Office, Google Docs
- **Core Competencies:** Trust and safety, Conflict resolution, Attention to detail, Time management, Cultural sensitivity, Adaptability, Problem-solving, Product knowledge, Research skills, Patience