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PROFESSIONAL SUMMARY Trust and Safety professional with 5+ years in AWS Trust & Safety roles (January 2021 to August 2026), progressing from Trust & Safety Specialist to Enterprise Trust & Safety Specialist to Customer Advisor. Verified and resolved abuse reports with third party and industry reporters, implemented a CSAM workflow for illegal content, wrote SOPs, and ran weekly quality reviews; later served as Trust & Safety SME, partnering with Engineering, Product, Security, Legal, and Policy on high impact incidents and abuse mitigation. SQL pattern analysis, clear written findings, and discretion with sensitive content and PII.

PROFESSIONAL EXPERIENCE

Customer Advisor Amazon Web Services (AWS), Seattle, WA 2021 to August 2026

Joined AWS Trust & Safety as a Trust & Safety Specialist in 2021, was promoted to the Enterprise Trust & Safety team, and then to Customer Advisor.

Acted as the Voice of the Customer in cross functional collaboration with Engineering, Product, Security, Legal, and Policy teams to rapidly diagnose and resolve high impact incidents while contributing to AI/ML, data protection, and abuse mitigation strategies.

Served as Trust & Safety Subject Matter Expert (SME) and Technical Customer Advisor, troubleshooting complex enterprise system architecture issues by identifying connectivity gaps, performance bottlenecks, and interoperability challenges, enabling seamless adoption and higher customer success for strategic clients.

Leveraged SQL and analytics tools to analyze complex data reports, uncovering patterns and delivering actionable insights that optimized customer workflows and reduced recurring incidents.

Drove proactive risk mitigation by documenting best practices in internal knowledge bases and recommending process enhancements that prevented recurring issues and strengthened compliance and security postures.

Managed end to end incident response using Agile methodologies, conducted Quarterly Business Reviews (QBRs) and performance monitoring, and built strong executive relationships with enterprise customers.

Worked with third party and industry reporters to verify and confirm abuse reports before engaging customers, resolving each report fairly for both the reporter and the customer.

Implemented a new CSAM workflow for the illegal content queue, handling sensitive material with discretion and following strict escalation paths.

Identified, escalated, and actioned new abuse issues, trends, and MOs; created standard operating procedures and trained the team on workflow changes.

Reviewed team members' work, provided feedback and guidance, and delivered training through coaching tickets and weekly quality assurance reviews.

Customer Success Manager PayScale, Seattle, WA 2014 to 2017

Owned success for 200+ enterprise HCM SaaS subscriptions with 99% retention; acted as Voice of the Customer with Development, UX, Sales, and Billing to surface recurring issues and shape product improvements.

Product Specialist Aviation Supplies & Academics, Newcastle, WA 2008 to 2014

Delivered technical support for aviation software and electronic flight hardware in a regulated, standards driven domain; wrote user documentation and collaborated with the FAA on technical requirements.

Managing Broker / Property Manager Pointe3 Real Estate / Seattle Rental Group, Seattle, WA 2015 to 2019

Managed multiple open items and stakeholders concurrently; led team problem solving and operational follow through under competing priorities.

EDUCATION B.S., Aviation Management (minor in Business Administration) Central Washington University, 2008 | Software Engineering Immersive General Assembly, Seattle, WA, 2019

CERTIFICATIONS • AWS Certified AI Practitioner • Instrument Rated Commercial Pilot Certificate; Advanced and Instrument Rated Aviation Ground Instructor; Remote Pilot Certificate

TECHNICAL SKILLS • Trust and Safety: abuse report verification, illegal content (CSAM) workflow, abuse mitigation, risk mitigation, SOP writing, QA reviews and coaching, trend and MO identification, structured escalation, incident response • Investigations: evidence from reports, tickets, and system data; pattern analysis; clear written findings • Data: SQL and analytics tools; Python and JavaScript foundations (General Assembly) • Compliance: PCI DSS, HIPAA, PII handling • Tools: Zendesk, JIRA, Salesforce CRM; AWS; Agile • US citizen; Greater Seattle

CORE COMPETENCIES Abuse Investigations • Evidence Based Judgment • Sensitive Content Handling • SOP and Guideline Writing • Quality Assurance • SQL Trend Analysis • Cross Functional Escalation • Executive Communication