

BASHAR ABOUSALEH

Translator And Interpreter

Essen, 45145 Germany
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PROFESSIONAL SUMMARY

Dynamic Digital Trust and Safety Analyst at Telus International, recognized for enhancing platform safety by swiftly identifying harmful content patterns. Proven ability in training and mentoring teams, coupled with exceptional attention to detail, ensured consistent moderation standards and improved user experience. Skilled in effective communication and critical thinking, driving positive online community engagement.

SKILLS

Training and mentoring	Teamwork
Problem-solving	Decision-making
Critical thinking	Effective communication
Active listening	Attention to detail

WORK HISTORY

02/2025 to Current

Digital Trust and Safety Analyst

Telus International – Essen, Germany

- Review user-generated back-office information to ensure compliance with established policies
- Take prompt and appropriate action on information that violates guidelines or poses risks
- Stay updated on internal policies to ensure accurate implementation
- Identify and analyze patterns to proactively address potential risks
- Enhanced user experience by diligently monitoring and removing inappropriate content from the platform.
- Contributed to a positive online community by consistently applying fair judgment when moderating diverse types of content.
- Increased overall platform safety by proactively identifying trends or patterns in harmful or abusive content.
- Reduced response time for content review, ensuring a safer online environment for users.
- Collaborated with cross-functional teams to develop comprehensive content guidelines and policies.
- Strengthened team efficiency by training new moderators on best practices, guidelines, and workflow processes.
- Improved internal communication by providing constructive feedback on content moderation tools and systems to the development team.
- Proactively identified areas requiring policy updates or clarifications, reducing the occurrence of inconsistencies in content moderation decisions.

- Assisted with establishing clear escalation procedures for handling particularly challenging cases involving sensitive issues or complex violations.
- Continuously sought personal development opportunities to stay informed about industry trends and emerging challenges related to content moderation and online safety.
- Ensured a consistent application of moderation standards across all categories, reducing discrepancies in enforcement actions taken against violators.

03/2024 to Current

Freelance Translator and Interpreter

DA Languages – Remote

- Received positive feedback from clients for exceptional attention to detail in translated documents and interpreted conversations.
- Translated documents from English to Arabic and from Arabic to English.
- Expanded client base through consistent delivery of high-quality translation and interpretation services.

10/2017 to 12/2017

Online Content Moderator

Competence Call Center – Essen, Germany

- Enhanced user experience by diligently monitoring and removing inappropriate content from the platform.
- Contributed to a positive online community by consistently applying fair judgment when moderating diverse types of content.
- Increased overall platform safety by proactively identifying trends or patterns in harmful or abusive content.

05/2013 to 10/2014

Translator and Interpreter

Assistance Coordination Unit – Gaziantep, Turkey

- Translated documents from/to Arabic- English.
- Demonstrated cultural sensitivity and adaptability during interpretation assignments, fostering positive relationships with clients from diverse backgrounds.
- Assisted legal teams in navigating complex cases involving non-English speakers, providing accurate translation of testimonies and evidence materials.
- Provided verbal summaries of non-English documents for immediate use.
- Enabled effective communication between doctors and patients with limited English proficiency by interpreting medical appointments accurately.
- Assisted foreign language-speaking clients with inquiries.

EDUCATION

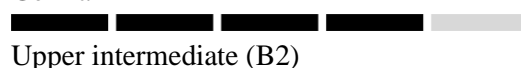
2011

Bachelor of Arts: English Language And Literature

University of Aleppo - Aleppo, Syria

LANGUAGES

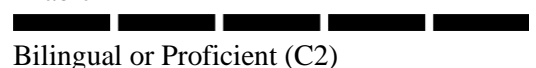
German



Turkish



Arabic



Italian

