

TANVIR ABDUL WAHED

Quality Assurance (QA) — Trust & Safety / Model Optimization Specialist

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PROFESSIONAL SUMMARY

Quality Assurance leader with 4.5+ years of experience specializing in content moderation, policy alignment, and model optimization within the Trust & Safety domain, including managing teams of up to 200+ moderators across 20 teams and 50 sales/CS agents. Proven track record driving arbitration decisions, conducting calibration sessions with BPO partners, and training teams on complex policy updates. Adept at managing cross-functional operations to eliminate coverage gaps, align regional interpretation, and systematically elevate regional market accuracy to 99%.

WORK EXPERIENCE

Content Quality Assurance (SQA) / SME

December 2024 – Present

Byte Precision Sdn. Bhd. (TikTok) — Kuala Lumpur, Malaysia

- Act as Subject Matter Expert (SME) for trust & safety policies, executing final content arbitration decisions on high-escalation policy tickets.
- Lead policy calibration sessions with BPO QA teams to synchronize cross-site interpretation, ensuring rigorous operational alignment.
- Design and deliver targeted policy training programs for BPO QAs to rapidly roll out complex platform guidelines and rule updates.
- Drove strategic optimization initiatives that successfully raised and maintained regional content market accuracy at 99%.
- Own and track KPI performance for the Bangladesh market, reporting quality trends and improvement outcomes to internal and vendor stakeholders.

Model Optimization Specialist

January 2023 – December 2024

Byte Precision Sdn. Bhd. (TikTok) — Kuala Lumpur, Malaysia

- Served as the primary Point of Contact (POC) for AI model training and data labeling projects, managing 200+ moderators across 20 teams and overseeing end-to-end project delivery from intake to completion.
- Partnered closely with Vendors, Project Managers, and Project Pillar stakeholders to align on project scope and delivery expectations.
- Developed and delivered project-specific SOPs, training moderators and QA teams to ensure consistent task execution and labeling accuracy.
- Consistently delivered optimization projects ahead of or within agreed timelines while maintaining high data accuracy and integrity — 50+ projects delivered at a 99% accuracy rate.
- Maintained real-time reporting alignment with Project Coordinators to prevent data discrepancies and keep workflow delivery on schedule.
- Collaborated with QA leads to strategically allocate BDQA resources, eliminating coverage gaps across active projects.

Quality Assurance

December 2021 – December 2022

Byte Precision Sdn. Bhd. (TikTok) — Kuala Lumpur, Malaysia

- Audited over 8,000 moderation decisions per month for the Bangladesh market against platform policy, maintaining a 99% quality accuracy rate.
- Delivered detailed error analysis and calibration feedback to BPO and in-house teams, reducing repeat policy-interpretation errors by 20% over 12 months.
- Authored and maintained 15+ core SOPs and training manuals for BD moderators, hosting review sessions and managing distribution via Absorb LMS.
- Designed and delivered policy onboarding for moderators, partnering with the Internal Training Team to ensure multi-site alignment.
- Conducted periodic quality audits across BPO sites, identifying process gaps and driving corrective actions to improve KPI compliance.
- Produced weekly and monthly quality reports for leadership, surfacing critical operational trends to drive strategic decision-making.
- Recommended and implemented workflow improvements to moderation tools, increasing overall team throughput by 15%.

Team lead / Sales Supervisor

April 2016 – November 2021

AF Industries Sdn. Bhd. — Kuala Lumpur, Malaysia

- Lead a CS/Sales team of 50 operators, tracking productivity, effort, and time-management KPIs while coaching underperformers.
- Partnered with cross-functional supervisors on daily reporting, motivating the team to consistently achieve monthly targets.
- Resolved escalated customer issues by identifying root causes, significantly improving first-contact resolution rates.

Assistant Engineer

October 2014 – October 2015

Sinha Textile Group — Dhaka, Bangladesh

- Operated and maintained a Waukesha gas generator and an Atlas Copco ZT-200 compressor (29.4 m³/min) to ensure uninterrupted plant power.
- Managed electrical panel and machinery maintenance across the facility to maximize production-line uptime.

EDUCATION

Bachelor of Science (B.Sc.) in Electrical & Electronics Engineering — American International University-Bangladesh (AIUB)

ACADEMIC PROJECTS

Automated Greenhouse Environment Monitoring & Control System

TECHNICAL SKILLS

Quality & Reporting: Microsoft Excel (Advanced), Google Sheets, Lark Sheet

Training & Systems: SOP & Training Manual Authoring, Proprietary QA & Content Moderation Platforms

Productivity: Google Workspace, Microsoft Office

CERTIFICATIONS

Cisco Certified Network Associate (CCNA) – Routing and Switching

Trust & Safety Professional Association (TSPA) – Core Policy Training

LANGUAGE SKILLS

English (Professional working proficiency) • Bengali (Native) • Hindi/Urdu (Conversational) • Malay (Communicative)