

# YEVHENIIA SAVCHENKO

Trust & Safety Specialist | Content Moderation  
Risk & Policy Enforcement

## PROFESSIONAL SUMMARY

Trust & Safety specialist with **3+ years of experience** in high-risk investigations and escalation handling within SLA-driven environments. Proven track record managing **150+ daily cases with 95–97% quality**, supporting user safety and platform integrity. Experienced across Real-World Harm, Dangerous Organisations, and Regulated Goods workflows.

## EXPERIENCE

### Trust & Safety Specialist (Risk & Investigations) | Covalen

Dublin, Ireland

Oct 2023 – Present

- Managed **150+ daily ticket-based cases** (Real-World Harm), meeting SLA targets and maintaining strong AHT performance
- Maintained **95–97% quality scores** through consistent, policy-driven decision-making
- Handled **high-priority on-call escalations** (task-based workflows) across Real-World Harm, Dangerous Organisations, and Regulated Goods
- Conducted **risk-based account integrity investigations**, collaborating with Legal and Incident Response teams

### Trust & Safety Specialist (Marketplace Integrity) | eBay

Dublin, Ireland

Jul 2022 – Oct 2023

- Reviewed user-generated content to **identify policy violations and mitigate platform risk**
- Investigated **high-risk seller behaviour, disputes, and account issues**, supporting marketplace integrity
- Resolved cases involving **payments, refunds, and account security** across UK & Ireland markets
- Collaborated with **stakeholders and Authenticity teams** on escalations and verification processes

### Junior QA Tester | Nordcurrent

Odesa, Ukraine

Feb 2022 - Apr 2022

- Identified product risks and defects through manual testing, improving system reliability before release
- Collaborated with cross-functional teams to resolve issues and enhance user experience

### Customer Operations Support Specialist | eDriving


Remote

Jul 2011 – Sep 2016


- Provided multi-channel support (**chat/email/phone**) for the US market
- Interacted with **US court systems** to verify user data and ensure regulatory compliance

## CONTACT

 +353 85 285 3921

 yevhenias692@gmail.com

 Dublin, Ireland

 [linkedin.com/in/yevheniia-savchenko-295a48268](https://www.linkedin.com/in/yevheniia-savchenko-295a48268)

## EDUCATION

### Master's Degree in English Language and Literature

Mechnikov National  
University Odesa, Ukraine  
2008 – 2013

## LANGUAGES

### English

Full Professional Proficiency (C1)

### Ukrainian

Native

### Russian

Native

## SKILLS

- Trust & Safety Operations
- Risk & Escalation Management
- Content Moderation
- Policy Enforcement
- Account Integrity Investigations
- Fraud & Abuse Prevention
- SLA & KPI Performance
- Cross-functional Collaboration

### Tools

Jira, CRM systems, G-Suite,  
Internal Policy Tools, SQL

## AWARDS

Recognised for Client Collaboration (2025)  
Nominated for Team Player of the Year (2025)  
Nominated for Employee of the Year (2025)