

Kuncheng Lee

Justin

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SUMMARY

- Having eligibility to work full-time in Ireland and Europe
- **Trust and safety analysis / audit**
- Vendor management, data analysis and customer relationship, order/logistic management
- Qualified ISO internal auditor

EXPERIENCE

Apple, Cork — *iOS App Trust and Safety Analyst (English, Simplified Chinese, Traditional Chinese)*

June 2021 - PRESENT

- Ensured app safety and compliance by reviewing and auditing apps against platform policies and design guidelines.
- Proactively identified, investigated, and escalated fraud, malware, and other high-risk content, contributing to a 15% reduction in fraudulent app submissions.
- Collaborated with cross-functional teams to implement policy updates and improve operational workflows, resulting in a 10% increase in review efficiency.
- Provided timely and effective support to developers, resolving 100% of inquiries within the SLA.
- Mentored and coached new hires on trust and safety policies and procedures.

Covalen, Dublin — *Trust and Safety Analyst (Simplified Chinese, Traditional Chinese, English)*

June 2019 - JUNE 2021

- Applied deep understanding of community guidelines and terms of service to review and audit user content, ensuring a safe and positive platform environment.
- Demonstrated strong analytical and investigative skills to identify and mitigate a wide range of risks, including fraud, harassment, and hate speech.
- Utilized excellent communication and collaboration skills to provide user support, contribute to policy improvements, and participate in cross-functional projects.
- Successfully adapted to evolving policies and priorities in a fast-paced environment.

Telus and Lionbridge, Remote — *Localization specialist (Taiwanese Market), part-time*

Dec 2017 - JULY 2022

- Worked on a Google project.
- Optimized and localized Google search engine and virtual assistant by reviewing the result content.
- Graphic violence review based on platform policy- Google, Youtube.

- Flagged objectionable content.
- Machine learning improvement - identifying better results for the local market.

Honda Motor, Taiwan —Vendor/Order/Logistic manager

May 2005 - MAR 2016

- Vendor Relationship Management: Built and maintained strong relationships with over 50+ vendors, ensuring consistent high-quality service and fostering long-term partnerships.
- Oversaw all aspects of order fulfillment, from order entry to shipment.
- Managed inventory levels to optimize stock and minimize stockouts.
- Coordinated with suppliers and carriers to ensure timely deliveries.
- Resolved customer inquiries and complaints related to order fulfillment and shipping.
- Process Optimization: Implemented an automated procurement process, reducing lead times by 30% and improving order accuracy.
- Performance Analysis: Monitored vendor performance using KPIs, conducted quarterly reviews, and developed corrective action plans, achieving a 98% vendor compliance rate.
- Risk Mitigation: Conducted risk assessments to identify and address potential supply chain vulnerabilities, reducing downtime by implementing backup vendor agreements.
- Cross-functional Collaboration: Worked closely with procurement, logistics, and finance teams to streamline supply chain operations and address emerging supply issues.
- Data Analysis and Reporting: Utilized Excel and ERP systems to analyze spend and vendor performance data, producing reports for executive leadership that supported data-driven decision-making.
- **Supply Chain Data Support:** Analyze current market demand and inventory levels to forecast future demand accurately.

Tong Yang , Taiwan —Internal ISO Auditor

Sep 2002 - MAR 2005

- Implemented ISO 9000 /TS 16949 standard and ensured compliance with approved corporate policies and processes.
- Audit Planning & Execution: Conducted comprehensive internal audits of financial, operational, and compliance processes, identifying key risks and recommending actionable solutions to reduce vulnerabilities by 30%.
- Risk Assessment: Evaluated organizational risk exposure across departments, focusing on high-risk areas, and implemented controls that improved compliance rates by 20%.
- Process Improvement: Identified inefficiencies in workflow processes, providing recommendations that led to a 15% increase in operational efficiency and a \$150,000 reduction in annual costs.
- Reporting & Communication: Prepared and presented detailed audit reports to senior management and the Board, using data visualization to clearly communicate findings and track progress of action items.

- Data Analysis: Leveraged data analytics tools to analyze large data sets, identifying trends and anomalies, which reduced fraud risk by 25%.
- Stakeholder Collaboration: Worked closely with department heads to develop and monitor action plans, ensuring timely follow-up on audit findings and strengthening internal controls.
- Assisted annual external audit activity.

EDUCATION

Ming Chuan University, Taiwan — *Bachelor's Degree in Business Administration*

SEP 1996 - JUN 2000

Courses

Google Course - Foundations of Cybersecurity

Google Course - Play It Safe: Manage Security Risks

Keywords

Policy compliance, Project management, Fraud, Trust and Safety, Harm and abuse, Policy enforcement, Senior content review, Objectionable, Senior content moderation, Audit, Trust center, Risk, Escalation, Investigation and research, Multitasking, Teamplayer, Teamwork, Attention to details, Problem solving, Labeling, Planning, Improvement, PDCA, Operation, Platform, Guidelines, Implementation, Data analysis, Quality assurance, Testing, Market Research & Analysis, Market Planning & Development, Presentation Skills, SQL, communication, Time management, prioritizing, ISO, ISO audit, Vendor management, strategic thinking, can-do attitude, Creative, Responsible, Productive, Leadership, logistic, order