Pawel Dlugosz

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Fraud Prevention Specialist

I'm a results-driven Trust & Safety professional with a proven record of building cost-effective fraud solutions, scaling global operations, and leading cross-functional initiatives across Product, Engineering, Finance, and Legal. Experienced in combating transactional fraud, fake reviews, and marketplace abuse, as well as addressing emerging risks such as election misinformation. Skilled in end-to-end fraud operations; from monitoring and detection to chargeback management and vendor oversight, with a focus on driving both platform integrity and business efficiency.

WORK EXPERIENCE

Nextdoor **09/2020 - 11/2023**
Fraud Prevention Strategist **San Francisco Bay Area**

- Co-developed & implemented multiple in-house, scalable fraud detection and prevention tools, saving Nextdoor $120,000 annually in third-party vendor costs, and achieved a 92% reduction in fraud exposure within the first year of tenure
- Monitored team performance, accuracy, and quality via DataDog, Looker, Salesforce, ensuring the fastest review time across 14 lines of business, with a QA score in the upper 90% WoW
- Identified emerging trends, distilled insights, and created automated and manual review-centered product interventions via SQL dialect in 11 operating markets with an emphasis on Nextdoor's marketplace
- Steered the creation of internal and external policies and procedures for the Trust & Safety team, strategically addressing emerging challenges, most recently posed by AI-powered threat actors
- Part of Nextdoor's COVID-19, 2020 Census & elections task force, combating misinformation and disinformation, collaborated with government agencies, non-profits, and other stakeholders such as Meta's ThreatExchange to enhance election security
- Led day-to-day operations for 10+ contractors, developing and tracking key operation metrics to measure organizational success and engage in ongoing capacity planning
- Provided coaching and training to optimize workflows and ensure the team is providing operational excellence
- Advocated & achieved a 70% tooling wide rollout of interactive blurring on content labeled as explicit, helping in/offshore moderators reduce exposure without increasing evaluation time

Yelp **11/2012 - 01/2019**
Senior Trust & Safety Associate **San Francisco, California**

- Developed and owned the process to identify root causes, streamlined dispute workflows, and enhanced detection accuracy — resulting in a 43% reduction in chargeback rates and stronger payment integrity across 32 markets & EAT24 (a subsidiary of Yelp).
- Enhanced escalation processes by developing comprehensive playbooks, resulting in improved operational efficiency and a more robust response to emerging risks.
- Improved operational efficiency by implementing a comprehensive training program for associates (remote and on-site), resulting in a 60% increase in task execution accuracy and adherence to regulatory standards
- Developed and implemented accounting protocols that reduced fraud exposure by 60% through effective risk management and cross-functional collaboration (Eng, Accounting, Ops) over the course of a year

Senior Polish User Operations Associate **San Francisco Bay Area**

- Provided primary customer support, while fostering timely resolution
- Improved efficiency and accuracy by researching and evaluating business listings, resulting in a 25% increase in data accuracy
- Maintained compliance of user-generated content with ToS requirements
- Localized Yelp's website & mobile content (iOS, Android) into Polish
- Transformed the Weekly Yelp newsletter for the Polish market, resulting in a 30% increase in open rates and a 20% increase in click-through rates
- Consolidated user-generated content from Qype, Cityvox, and Restaurant Kritik (17.5 million monthly uniques) onto Yelp's international platforms, enhancing global user engagement within 3 months
- Coordinated & provided training for implementation of Yelp's Support Center in select foreign markets
- Partnered with stakeholders to refine machine learning algorithms for translation systems, significantly improving the quality assurance process and enhancing the overall customer experience
- Led initiatives to enhance auditing protocols for machine translation, significantly improving stakeholder satisfaction through effective communication and collaboration