

# SAM BLOCH

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## Summary

Experienced Program Manager with a proven track record in Trust & Safety, driving operational excellence through user-centered design principles. Skilled in leading cross-functional teams, conducting in-depth research, and translating user insights into actionable strategies for process improvement, risk mitigation, and product development. Proficient in technical skills including SQL, data analysis, and project management methodologies.

## Skills

- Program/Project Management
- Trust & Safety
- Risk Assessment & Mitigation
- User Experience Research
- Data Analysis (SQL)
- Cross-functional Collaboration
- Technical Skills: HTML, CSS, JavaScript, PHP
- Software: Adobe Creative Suite, WordPress

## Experience

- Quality & Continuous Improvement Program Manager** **11/2024 to Current**  
**Playa Vista, CA**  
**YouTube**
- Led global efforts across six vendor operations (1,000+ headcount) to stabilize and improve quality targets across Child Safety verticals.
  - Developed custom SQL dashboards to reduce vendor pain points and allow for better digestion of salient performance data.
- Legal Ops Program Manager** **05/2022 to Current**  
**Playa Vista, CA**  
**Google**
- Led cross-functional initiatives across 5 vendor operations (200+ headcount) to enhance compliance and operational efficiency, using user research to identify pain points and inform solutions.
  - Developed custom SQL dashboards and escalation paths, enhancing reporting and communication by 20%.
  - Shipped 4 end-to-end operational projects, improving risk identification and mitigation through new data channels.
- Quality Analyst, Trust & Safety** **09/2020 to 05/2022**  
**Farmington Hills, MI**  
**YouTube**
- Evolved Quality Assurance system to identify, measure, and improve process opportunities in processes, tools, and training. Achieved a 15% increase in key performance indicators.
  - Developed and deployed a content enhancement tool, reducing handle time for lengthy or intricate videos by 10%.
- Desktop Support Technician** **06/2018 to 09/2020**  
**Detroit, MI**  
**Rocket Mortgage**
- Collaborated with engineers to resolve workflow issues and implement computer policy changes, resulting in the elimination of over 100+ annual incident tickets.
  - Achieved top #3 ranking in customer satisfaction by resolving customer problems related to PC hardware and software issues.
- User Experience Design Lead** **09/2018 to 08/2020**  
**East Lansing, MI**  
**the CUBE**
- Conducted ethnographic observations, workflow analyses, and contextual inquiries to inform the design and implementation of elegant web experiences for 8 journal partners within the publishing group.

## Education

- Master of Arts: Leadership, Organizational Innovation & Change** **Expected in 2026**  
**Stockton, CA**  
University of the Pacific
- Master of Science: Human-Computer Interaction** **05/2023**  
**Hamden, CT**  
Quinnipiac University
- Bachelor of Arts: User Experience** **08/2020**  
**East Lansing, MI**  
Michigan State University

## Activities

- **Michigan Speech Coaches Inc.:** Individually founded and hosted Michigan's largest competitive speech tournament.
- **Certified California Climate Steward:** Lead monthly hikes, climate change discussions, and social engagement.