

# Vivi Cayani

Trust & Safety Specialist

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## Summary

Specialties:

Translation and Localization (EN to ID) and (ID to EN)

Project Testing/ QA

Online Privacy & Security

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## Experience

### **Security Operations Specialist II at LinkedIn**

December 2014 - Present

- Conduct investigations to identify fake accounts, impersonations, spam, scams and phishing
- Take appropriate actions to address problems related to the LinkedIn Privacy Policy & User Agreement
- Address and resolve complaints to improve member experiences
- Collaborate with cross-functional groups such as Legal, Product and Engineering to fix security issues and possible fraud patterns and trends
- Provide feedback on policies, user experience, and upgrades to the management for product improvements
- Content translation from/to Indonesian language (Bahasa Indonesia)
- Basic privacy & copyright laws knowledge such as COPPA, CAN-SPAM, and DMCA
- Use various avenues of communication to escalate critical issues
- Analyze risks and trends to identify potential future site-related issues, and communicate recommendations to appropriate parties
- Collaborate with the localization team to review machine-translation content

### **Global Customer Operations II at LinkedIn**

July 2012 - December 2014 (2 years 6 months)

- \* Research, identify, and create bugs and escalate issues to the Engineers.
- \* Research and resolve Indonesian members' inquiries in all aspects including Advertising and site issues.
- \* Provide support for Company Page issues.
- \* Mobile Application testing on iOS, Android, Windows Phone and Blackberry.
- \* Collaborate with the Localization Team to ensure the best customer experience.
- \* Quality Assurance for the Indonesian site.

### **Freelance Translator at Andovar Global Solutions**

April 2007 - May 2014 (7 years 2 months)

Worked on translating and editing documents on a large variety of subjects, from Automotive, Travel, Internet, Legal, Manufacturing, Machinery & Tools, Medicine, Internet, and more.

### **Freelance Translator at EQHO Communications**

May 2004 - May 2014 (10 years 1 month)

Worked on translating and editing documents on a large variety of subjects, from Automotive, Travel, Internet, Legal, Manufacturing, Machinery & Tools, Medicine, Internet, and more.

### **QA Localization at LinkedIn**

March 2011 - July 2012 (1 year 5 months)

- Hands-on black box testing and bug tracking using emulators, JIRA, JING, and more
- Analyze site functions, tools, and services and subscriptions
- Cross-platform testing across web and mobile devices
- Collaborate on establishing localization processes and guidelines
- Use WorldServer to research glossaries

### **Translator at The Broth**

February 2011 - November 2011 (10 months)

Translated "Barn Buddy" game to Indonesian language (Bahasa Indonesia).

Created an Indonesian name for the game (Panen Kebun).

Found & wrote bugs and made sure the game loaded smoothly and all features worked when launched.

Wrote a review about the game for Indonesian users

### **Project Testing for Army Attack & Zombie Lane Games at Digital Chocolate**

April 2011 - July 2011 (4 months)

- \* Contract Project.
- \* Found & wrote bugs and made sure the game loaded smoothly and all features worked when launched.
- \* Performed localization checks for the Indonesian translations.
- \* Reviewed the game for Indonesian users.

### **WFM Analyst at PT Vads Indonesia**

January 2009 - May 2010 (1 year 5 months)

Analyzed call patterns and trends

Created a weekly forecast for call center

Managed scheduling for 400 call center reps

### **Customer Analyst**

October 2000 - December 2008 (8 years 3 months)

- \* Analyzed Call Center issues.
- \* Created Parent Cases.
- \* Performed User Acceptance Testing for new features and products.

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## Education

**Universitas Katolik Indonesia Atma Jaya**

Bachelor's Degree, Economics

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## Honors and Awards

2013 Q2 Above and Beyond Award, 2014 Q3 Top of Charts Award, 2016 Q1 Top of Charts Award

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[Contact Vivi on LinkedIn](#)