

# SAM BLOCH

PROGRAM MANAGEMENT | IT | UX

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los angeles, california

## WORK EXPERIENCE

MAY 2022 - PRESENT

GOOGLE

### Quality Analyst, Legal Investigations

- Conducted meticulous quality reviews relying upon deep knowledge of policies and procedures to identify where error and delays are occurring, as well as where knowledge gaps and process inefficiencies may exist.
- Developed custom dashboards and escalation paths using **SQL** and internal tools to better enhance reporting, tracking, and communication across **xfunctional workflows**.

SEPTEMBER 2020 - MAY 2022

YOUTUBE

### Quality Analyst, Trust & Safety

- Worked alongside **YouTube's** product, enforcement and partner teams to prepare for product launches and kept pace with product and policy changes.
- Improved key performance indicators by evolving the Quality Assurance system to better identify, measure, and improve opportunities in processes, tools and training.
- Developed, prototyped, presented and shipped to engineering an enhancement tool to **improve** human content moderation **handle time** when working on long or verbose videos.

JUNE 2018 - SEPTEMBER 2020

ROCKET MORTGAGE

### Information Technology Intern / Desktop Support Technician

- Worked closely with engineers to solve workflow issues and deploy computer policy changes which eliminated the need for over 100+ incident tickets submitted per year.
- Resolved customer problems on the subject of **PC hardware** and **software issues**.
- Partnered with the Microsoft Corporation to coach and judge over 30 Detroit high school and Wayne State University students in design and technical troubleshooting techniques.
- Designed in-house self-serve technology database and locker system using **HTML, CSS, PHP** and **SQL**.
- Achieved consistent top **#3 rankings** in weekly metrics, including number of team members assisted, number of incidents resolved, and customer satisfaction rankings.

SEPTEMBER 2018 - AUGUST 2020

THE CUBE

### Lead User Experience Designer

- Worked with team to implement elegant experiences from complex functional specs, while building sites for publishing groups with **CSS** and **Wordpress**.
- Conducted user research activities, including ethnographic observations, workflow analyses, and contextual inquiries that influence the design and implementation direction.
- Defined design documentation such as **wireframes**, storyboards, and user stories to communicate the design direction and intent to customers, developers, and other internal team members.

## EDUCATION

AUGUST 2021 - MAY 2023

QUINNIPIAC UNIVERSITY

### Master of Science

- Interactive Media & Communications  
Focus: Human-Computer Interaction
- QU in LA: Program Assistant

AUGUST 2016 - AUGUST 2020

MICHIGAN STATE UNIVERSITY

### Bachelor of Arts

- Experience Architecture
- Minor: Musical Theatre
  - Academic Scholars Program
  - Study Abroad, Israel 2016

## LEADERSHIP

AUGUST 2017 - JULY 2020

SPARTAN SPEECH

### Founder & President

- Created and hosted Michigan's largest competitive speech tournament.
- Coordinated and directed several high school tournaments as well as 1 national tournament.

AUGUST 2018 - MAY 2020

SPARTAN DISCORDS

### Business Manager

- Managed the treasury, planned three sold-out concerts a year, and booked road trips all across the midwest.

## SKILLS

- **User Experience Design**
  - Adobe Creative Suite (Ps, Xd, Ai, Pr)
  - Wire-framing
- **Program / Project Management**
  - Control + Assurance Systems
- **Web Development**
  - HTML | CSS | Javascript | PHP | SQL
  - Wordpress
- **Troubleshooting**
  - PC | Mac | WAN | LAN
- **Public Speaking | Communication**