**Sean Keough**

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**Work Experience**

**Discord**

*Safety Operations Analyst, Legal and Policy • November 2021 – November 2022*

* Consulted cross-functionally with Product, Engineering, Community Marketing and Partnerships as a T&S technical liaison on safety products, product risk, and project safety tooling requirements.
* Performed data analysis in Excel and Looker to identify opportunities for SOP improvement, safety tooling, and documentation needs.
* Managed content creation strategy, localization, and framework for Discord’s public facing [help center content](https://discord.com/safety-library).
* Synthesized insights and internal ticketing data to present to senior policy staff for policy development.
* Continued T&S investigations into privacy, content moderation, and corporate security.

*Trust and Safety Analyst, Trust and Safety* *• July 2021 – November 2021*

* Investigated, evaluated, and actioned high-priority escalations for compliance with Discord’s community guidelines at a rate of 1,800-2,000 Zendesk tickets/month. Common areas of work include CSAM/SCRM, fraud, and cybercrime with an SLA of two hours. Experience includes proactive and reactive measures involving both user-reported and model-detected abuse.
* Developed documentation and training material for other T&S agents on grey-area topics, such as gambling and digital marketplaces.
* Analyzed data through Looker dashboards and SQL queries to implement and improve programmatic rules to address abuse at scale.
* Coordinated with teams in CX, Legal, and Policy in response to sensitive, exigent, and emergency issues.

**Larian Studios**

*Community Moderator • March 2020 – Present*

* Review, build, and improve community feedback and communication channels on Discord.
* Enforce rules and best trust and safety practices on the Larian Studios Discord server of over 95 ,000 members.
* Manage T&S escalations and user reports involving harassment, fraud, scams, and hate speech.

*Public Relations Intern • January 2018 – July 2021*

* Engaged in interviews with press about the critically acclaimed [*Baldur’s Gate 3*](https://baldursgate3.game/).
* Traveled the US and promoted *Divinity: Original Sin 2*, *Divinity: Fallen Heroes,* and *Baldur’s Gate 3* through merchandising, live demos, and live Q&A for media at PAX and E3.

**Education**

**MS, Business Management,** Miami University - Oxford (2021)

**BA,** **Interactive Media,** *Cum Laude,*Miami University - Oxford (2020)

**Skills**

**Technical:** Asana, Looker, Excel, Tableau, Zendesk, GitHub, Slack, COPPA, GDPR, CPPA, LE Escalations

**Programming:** SQL, JavaScript, node.js, C#