

Nina Banic

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Profile

I am a driven and results-oriented professional with extensive experience in customer, technical and policy support, dedicated to exceeding targets and ensuring team success. With a Master's degree and a proven ability to excel in fast-paced environments, I take pride in consistently delivering excellence. My significant experience and passion for policy education and content policies position me well to contribute to a leading digital company.



Work experience

07/2023 – PRESENT DUBLIN, IRELAND

Service Resolution SME

TikTok

- As part of the GNE team, conduct effective communication with sellers/creators, including early warning communication with risky sellers/creators, promote guidance on platform rules and regulations, hold improvement sessions with sellers/creators on their fulfillment and service performance ensuring our marketplace is safe and trustworthy for not only our users, but also sellers and creators
- Strong understanding of marketplace safety and compliance regulations
- Proficient in reviewing and evaluating user-generated content, seller listings, and creator outputs to ensure adherence to platform guidelines. Flag non-policy compliant content and educate sellers/creators
- Diagnose sellers/creators' operational performance, analyze performance data and deep dive into their pain points, dig for root cause, with the current product and process to assist sellers/creators in solving their problems
- In-depth knowledge of the platform policies and rules while working with relevant operation teams in filling in the knowledge gaps/Knowledge Base articles and clarifying gray areas, improving the policy educational content
- Ability to work collaboratively with global teams to ensure consistent policy enforcement and platform safety. Experience in engaging with stakeholders to foster trust and build long-term relationships
- Define, build, implement, and monitor projects to enhance partner experience and reduce policy violations



Work experience

- Develop and implement projects based on data analysis to enhance platform policies and support systems
- Focus on reducing policy violations, including the sale of unsupported and prohibited products, addressing negative reviews, and mitigating live violations
- Projects - ability to develop data-driven strategies to improve platform safety and reduce violations

12/2021 – 07/2023 DUBLIN, IRELAND

Sales Development Representative CarGurus

- Receiving inbound leads, prospecting and cultivating low-funnel sales opportunities
- Classifying dealerships according to CarGurus policy standards - Risk Review
- Ability to thrive in a fast-paced and dynamic environment

06/2020 – 12/2021 DUBLIN, IRELAND

Customer Care Expert Wix.com

- Working in a high-volume and fast-paced environment providing support over multiple channels: phone (inbound and outbound calls), double chats and emails

Handling Premium Risk issues/escalations:

- Ability to convey complex policy information clearly and concisely
- PII information verification
- Handling fraudulent, blacklisted and blocked accounts, chargebacks, open disputes, restoring accounts
- Handling sensitive escalations and escalating to higher team when needed
- Keeping up to date with workflow changes, operational guidelines and policy updates
- Exposure to sensitive content and information

Handling tech issues/escalations:

- Identifying, locating, clarifying the issue while displaying strong decision-making and problem solving skills
- Helping users in resolving their technical issues and filling in the product knowledge gaps

Working on Priority Queue

- Supporting Priority users - operating with urgency and prioritising multiple functions and tasks

Handling advance billing issues:

- Handling sensitive information, handling issues

Work experience

outside policy while displaying great critical thinking and problem-solving skills

- Skilled in assessing and mitigating risks associated with e-commerce transactions

Handling Wix Payments issues:

- Troubleshooting advance issues with Wix payment accounts
- Review content and classify according to Wix's policies and standard operating procedures with accuracy and efficiency
- Exposure to sensitive, graphic content deemed offensive or of a sexual nature, illegal products or services or any service providing peripheral support of illegal activities, including illegal gambling services...
- Displaying strong and critical decision-making skills, risk assessment and proactive communication to protect users from abuse across our platform.

05/2018 – 05/2020 DUBLIN, IRELAND

SMB Expert (Global Marketing Solutions)

Accenture (Meta)

- Provide consultative advice to SMBs across multiple channels including live chats, email, and phone support
- Review user-generated ad content to ensure compliance with Facebook's advertising policies
- Clearly articulate Facebook's advertising policies to users and identify opportunities to enhance processes, protocols, and policies
- Offer guidance on optimizing user ads for better exposure, both paid and organic, while ensuring policy compliance through meticulous attention to detail – meticulous attention to detail to ensure all aspects of governance and user experience are thoroughly managed
- Collaborate effectively with global and cross-functional teams
- Demonstrate critical thinking and decision-making skills, and operate as a self-starter capable of multitasking under pressure in a fast-paced, dynamic environment
- Stay informed on workflow changes, operational guidelines, and policy updates to safeguard the integrity and safety of Facebook's products and community
- Review site and product content to ensure adherence to Facebook's policies and escalate emerging risks to relevant teams
- - Manage exposure to sensitive content, including but not limited to pornography, vulgar content, violence, fake news, and illegal products and services, ensuring all user interactions (business pages, ads, shops, posts) comply with platform policies

Education

11/2009 – 03/2016

MOSTAR, BOSNIA AND HERZEGOVINA

English Language and Literature and History | Master's Degree

Faculty of Humanities (Mostar)

Professor of English Language and History

Skills

Croatian Language	Native
Serbian	Professional
Bosnian	Professional
English	Professional
Spanish	Elementary

Policy Development and Enforcement

Project Management

Root Cause Analysis

