

Amir Darzi – Downloadable Version

Target

Technical Operations Specialist | Workflow Automation Specialist | Product Operations | Content Operations | Implementation Support | Data Quality | Metadata Operations | QA Operations

Summary

Technical operations professional with hands on experience improving workflows, reducing manual work, and supporting reliable day to day execution. I build structured processes with validation, QA checks, logging, clear operating steps, and safe reruns. I work with SQL (MySQL and SQLite), Windows PowerShell, and Python with AI assist to improve consistency, data quality, and operational efficiency. I bring a strong background in content operations, content integrity, incident support, documentation, and process improvement.

Core Skills

- Technical operations, process improvement, and structured workflow execution
 - SQL (MySQL, SQLite), data querying, data quality, and reporting support
 - Automation scripting: Windows PowerShell and Python with AI assist
 - Workflow automation: validation rules, QA checks, logging, rollback, and safe reruns
 - Content operations, content integrity, and metadata workflows
 - Incident support, runbooks, process guides, and onboarding documentation
 - Reporting support: Tableau, KPI dashboards, and SQL based analysis
 - Web: PHP, HTML, CSS
 - Languages: Hebrew, English, Dutch
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Projects Amir2000 Image Automation (personal project) – [GitHub Project](#)

- Built structured workflows for large content sets, turning raw inputs into reviewed, publish ready outputs.
- Applied validation and safety checks for naming, duplicate detection, metadata consistency, and batch level quality control.
- Supported metadata operations with quality scoring plus caption, alt text, and keyword drafting under strict review rules.
- Enabled review workflows with approve, edit, and reject decisions plus fast reruns for single items or full batches.
- Maintained detailed logs, failure handling, rollback paths, and reproducible runs to support troubleshooting and reliable operations.
- Scale: maintains a published online portfolio of 40,000+ images, with automation coverage growing over time.

Bookings API (Winc Academy capstone) – [GitHub Project](#)

- Training project: built a REST API backend in JavaScript with database integration and automated tests as part of Winc Academy Back end with JavaScript.
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Professional Experience

Booking.com, Amsterdam, The Netherlands A

multinational e-commerce travel company

Content Moderator (2018 to 2025)

- Review and moderate various types of user-generated content (reviews, user photos, partner replies) in strict adherence to internal guidelines and policies.
- Uphold high standards of quality, accuracy, and productivity.
- Manage escalated issues including remoderation requests from stakeholders.
- Assist in training new hires and reintegrating current team members.
- Identify friction points within processes and propose solutions to achieve targets and meet service level agreements (SLAs).
- Contribute to high-impact projects (e.g., Annotations, Policies Focus Group, Process Guides).

Content Integrity: Bugs and Outages Deputy (2023 to 2025)

- Supported incident contact flow for bugs and outages in Content Integrity.
- Created process guides for both in house and vendor moderators.
- Liaised with Product teams to communicate and help resolve bug and outage reports. Moderation User Interface (UI) System Guide (2023)
- Designed and launched a system guide for the Moderation UI used in Content Integrity, streamlining reference materials and onboarding processes.

Analytics: Temporary Assignment (2020)

- Supported KPI reporting and Tableau dashboard work with the Analytics team.
 - Wrote SQL queries for dashboard support and general reporting needs.
- #### **Content Executive (2017 to 2018)**
- Reviewed and approved user-generated content, including photos and reviews, while ensuring adherence to policy.
 - Consistently met productivity targets and supported research and annotation projects.

Customer Relations (2016)

- Facilitated customer payouts, handling amounts starting at 100 EUR and managing escalated complaints from stakeholders such as guests and accommodation partners.
- Issued invoices, coordinated payment processes, and maintained clear communication with all internal and external stakeholders.

Guest Review Associate (2015)

- Moderated guest reviews and accommodation partner responses in line with established guidelines.

- Consistently delivered high productivity and target achievement.

Temporary Job Agencies, Amsterdam, The Netherlands General Office Worker: Administrative Work (2012 to 2015)

- Managed various projects for multiple companies through job agencies, including photography-based assignments.

Tommy Hilfiger Europe BV, Amsterdam, The Netherlands A
multinational fashion company

Logistics Supervisor (2009 to 2011)

- Supervised planning for sample shipments across Europe and beyond, ensuring accurate documentation.
- Managed ICT inventory and supported troubleshooting, including Excel formulas, macros, and printing setups.
- Acted as the main liaison for couriers and handled outbound operational communication.

Logistics Coordinator (2006 to 2009)

- Orchestrated sample shipments and documentation across European and international showrooms.
- Coordinated inter-departmental communications for timely collection launches and seasonal projects.
- Developed and maintained Excel-based monitoring systems using databases, formulas, and macros.

Rubin & Son Import and Distribution, Tel Aviv, Israel Computer and Warehouse Manager (1995 to 2006)

- Oversaw inventory management and updated computer systems.
- Handled customer care, orders, returns, and shipments efficiently.

Education and Certifications

- Winc Academy: Back end with JavaScript (Certificate, 2026-02, training foundation)
- Winc Academy: SQL Essentials with BigQuery
- Six Sigma Academy Amsterdam: Lean Six Sigma White Belt and Yellow Belt
- Sivan College, Tel Aviv: Professional Course in Microsoft Office
- Ron High School, Tel Aviv, Israel