

Dawn Cheron

Strategy & Operations leader who builds the systems, teams, and policies that make platforms safe and scalable

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PROFILE

Operations and Trust & Safety leader with experience building infrastructure at startups and scaling it through growth, acquisition, and organizational change. Started at Fishbowl as an early team member, built and led moderation operations through its acquisition by Glassdoor, and continued driving strategy through the merger with Indeed. Comfortable operating at the intersection of product, policy, and people — equally at home writing policy, querying data, managing vendors, or aligning stakeholders across engineering, legal, and operations.

CORE COMPETENCIES

Strategy & Operations: Cross-functional Leadership · Workflow & Process Design · Vendor Management · Incident Response · Scalable Systems Building

Trust & Safety: Content Policy Design · Severity Frameworks · Enforcement Operations · AI + Human-in-the-Loop Moderation · QA & Calibration

Data & Tools: SQL · Snowflake · Metabase · Jira · Performance Reporting · Prompt Engineering

PROFESSIONAL EXPERIENCE

Indeed *Parent Company of Glassdoor*

Operations Specialist, Trust & Safety Aug 2025 – Present

- Lead Trust & Safety moderation strategy across professional community platforms, ensuring policy alignment, enforcement consistency, and operational scalability
- Bridge product, policy, and operations — translating platform changes into enforcement guidance and surfacing operational gaps that inform roadmap decisions
- Partner with Product, Engineering, Legal, and Policy teams on tooling improvements, risk mitigation strategies, and workflow enhancements
- Drive AI-assisted moderation initiatives including prompt development, quality calibration, and human-in-the-loop program design
- Serve as institutional knowledge holder across two acquisitions, maintaining continuity of standards and operations through organizational transitions

Glassdoor *Acquired Fishbowl*

Trust & Safety / Community Operations Manager Oct 2021 – July 2025

- Sustained and expanded moderation operations post-acquisition, integrating Fishbowl's community infrastructure into Glassdoor's broader platform
- Maintained 95% quality accuracy across manual moderation programs while scaling throughput to handle tens of thousands of content reviews monthly
- Owned the full policy lifecycle — drafting, training, enforcing, auditing, and iterating — across a complex, evolving content environment
- Built and managed vendor relationships, overseeing external moderation partners and aligning them to internal quality and policy standards
- Delivered regular operational reporting and trend analysis to leadership, translating moderation data into strategic recommendations
- Partnered with Engineering and Product to identify tooling gaps, scope solutions, and improve reviewer workflows and internal dashboards

Fishbowl *Acquired by Glassdoor*

Community Operations Lead Aug 2019 – Oct 2021

- Joined as an early team member and built the moderation function from the ground up — hiring, onboarding, and training the initial team
- Scaled operations to support platform growth, developing the workflows, escalation paths, and quality benchmarks that the team still operates against

- Created foundational content policies, enforcement frameworks, and reviewer guidance that established consistency at scale
- Managed end-to-end community moderation for a professional social networking platform serving millions of users
- Collaborated cross-functionally on product launches, policy updates, and platform feature assessments

CBS Interactive

Social Media Customer Care Associate Nov 2018 – May 2021

- Supported the launch of customer care social handles for CBS All Access (now Paramount+)
- Developed moderation and engagement best practices that became the operational standard for the team
- Managed high-volume customer inquiries and contributed to social media strategy focused on brand reputation and audience retention

TaskUs

Advertisement Moderator — Snapchat Jan 2018 – Nov 2018

- Moderated incoming advertisements at scale per platform policies, maintaining high accuracy across large review queues
- Contributed feedback and QA reporting to improve moderation tools, policies, and procedures

DailyMail.com

Community Moderator / Editorial Assistant Oct 2016 – Jan 2018

- Moderated reader comments in compliance with legal standards and editorial house rules across high-traffic news platforms
- Copyedited and fact-checked breaking news stories; monitored UGC across social platforms to surface story leads
- Coordinated remotely with UK-based editorial teams — early experience managing cross-timezone, distributed operations

TEKsystems

Technical Recruiter June 2015 – Jan 2016

- Built candidate pipelines through LinkedIn sourcing, outreach campaigns, and networking; matched technical skillsets to client requirements
- Negotiated compensation and terms; managed full recruiting lifecycle from screen to placement

EDUCATION

Millersville University Aug 2011 – May 2015

Bachelor of Science, Speech Communication — Public Relations