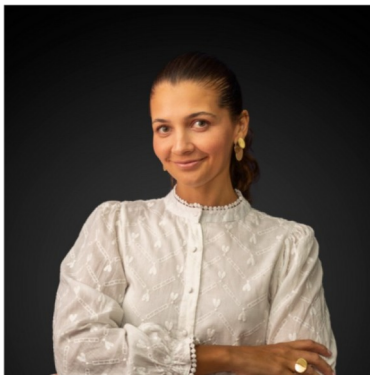




Ana Carolina Tiveron Barusso

OPERATIONS MANAGER • ADMINISTRATION & PROJECTS • TRUST & SAFETY

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State of São Paulo — Brazil / available for remote work / anacarolinativeron.netlify.app

Thirteen years at Bumble Inc. (formerly Badoo), running operations for Portuguese-speaking markets across three countries and two continents (Brazil, Angola and Mozambique) — on-site in London (2013–2018), then fully remote from Brazil. Background spans trust & safety, customer experience and marketing operations, including leading a multilingual cybersafety team of 20+ agents across 7 languages (Romanian, Croatian, Hindi, Hebrew, Persian, Swahili and Czech). Full project lifecycle management for global vendors (Samsung, HBO, Bayer), deadlines and budgets. Italian citizen with EU work rights.

CERTIFICATIONS • TOOLS • 2025 - 2026

EF SET English Certificate (Proficient) • Google AI Essentials • AWS AI Practitioner • Zendesk • Figma • Google Workspace

PROFESSIONAL EXPERIENCE

Translator / Project Agent

JUL 2024 — PRESENT

Bumble Inc. • Brazil • Remote

- Worked on the Barbie film marketing project and the 2022 World Cup campaign, both adopted by the company for global campaigns.
- Coordinates content production for the Bumble and Badoo apps in the Brazilian market, including App Store listing optimisation (ASO/SEO) and social media assets.

Operations Manager • CX Operations Agent • Cybersafety Team Lead

MAR 2013 — JUN 2024

Badoo • London, United Kingdom (on-site 2013–2018) • Remote from Brazil (2018–2024)

- Led a multilingual cybersafety team of 20+ agents across 7 languages (Romanian, Croatian, Hindi, Hebrew, Persian, Swahili and Czech), tackling threats against children and adults in cooperation with law enforcement.
- Managed content moderation and marketing projects across the Brazilian and Portuguese-language markets: Brazil, Angola and Mozambique.
- Investigated abuse reports and handled escalated critical cases, working with the legal team on sensitive and high-risk matters.
- Owned the quality of all content published in those markets, wrote and maintained FAQs and help centre material, and reported bugs with structured feedback to Product.
- Covered interim management of Community Operations and Localization.
- Letter of recommendation from a senior manager available on request.

Project Coordinator

FEB 2018 — JAN 2020

TransPerfect Brazil • São Paulo • Held concurrently with Bumble Inc.

- Managed the full project lifecycle for domestic and international clients, from brief to final delivery.
- Delivered projects for Sanofi, ICON, HBO, Samsung, Warner Bros., Bayer, Roche, LATAM Airlines and Visa.
- Negotiated deadlines, scope and budgets with vendors and suppliers worldwide, tracking metrics and quality control.

Proofreader

JUN 2015 — FEB 2017

Editora Leya Brazil • Proofreader

- Proofread the teaching materials for the national public education network.

EDUCATION

Diploma in Translation and Interpreting

Alumni • São Paulo • 2015

Certificate of Website and Software Localisation

London Metropolitan University • London • 2013

Certificate of Higher Education in Subtitling

London Metropolitan University • London • 2013

BA in Modern Languages — English and Translation Studies

UEL • Londrina, Brazil • 2011

LANGUAGES, TOOLS AND AVAILABILITY

LANGUAGES

Portuguese — native • English — fluent (reading, writing, speaking and listening) • Spanish — reading and listening comprehension

TOOLS

CAT tools and translation memories • Subtitling software • Trello

WORK RIGHTS

Italian citizen — Authorized to work anywhere in the European Union, no visa required

AVAILABILITY

Full-time availability, able to adapt to any time zone