

Charles Momeny

Senior Program & Operations Leader

Global Vendor Operations · Trust & Safety · AI/LLM Operations

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SUMMARY

Senior program and operations leader with 15+ years scaling global vendor operations, Trust & Safety governance, and AI/LLM systems. Experience spans large-scale vendor management, cross-functional governance across Engineering, Legal, and Policy, and — most recently — Human-in-the-Loop operations for LLM-based data labeling. Comfortable operating between people, process, policy, and technology, with a consistent focus on turning ambiguous operating problems into repeatable, auditable systems.

CORE EXPERTISE

Global Vendor Operations · Program & Portfolio Leadership · Trust & Safety / Risk · AI/LLM Operations · Human-in-the-Loop Systems · Governance & Compliance · Operational Excellence · Cross-Functional Leadership · International Operations

PROFESSIONAL EXPERIENCE

Google — via Quest Global · Senior Program Manager, Vendor Operations & Tooling Oct 2024 – Oct 2025

- Built and standardized a global vendor operations framework for LLM-based Ads data labeling across Europe, South America, India, and the U.S.
- Scaled Human-in-the-Loop review and AI-assisted annotation workflows across large vendor populations
- Built operational dashboards with Engineering for real-time cost, quality, and throughput visibility
- Established AI vendor governance, compliance, and audit-readiness frameworks aligned with Legal, Security, and Procurement
- Launched role-based training and tooling-enablement programs that shortened ramp-up time for distributed teams

California Correctional Health Care Services · IT Program Manager 2023 – 2024

- Improved enterprise project approval and reporting processes, reducing cycle times by 10% while achieving 100% compliance with state reporting requirements
- Built cross-functional communication and escalation frameworks that reduced issue-resolution time by 20%
- Led planning and documentation improvements across IT, finance, clinical, and operations teams

Google 2012 – 2023

Senior Operations Manager – Vendor Strategy / Senior Program Manager, Trust & Safety Engineering 2019 – 2023

- Led multi-region vendor operations supporting global Trust & Safety enforcement through a period of hyper-growth
- Improved reviewer wellbeing scores by 30% through tooling and workflow changes that reduced exposure to violent and traumatic content
- Strengthened brand-protection tooling and internal policy, helping reduce multi-million-dollar risk exposure to advertisers and users
- Built end-to-end vendor governance frameworks — performance management, operational audits, and escalation paths — spanning Engineering, Legal, and Business

Senior Program Manager, Publisher Quality

2017 – 2019

- Shifted 120+ hours/week of manual QA work to MSP partners, expanding program capacity without adding headcount
- Grew team capacity by 30% and advanced 15 employees into higher-impact roles through structured internal mobility
- Built and led a 3-person program management team focused on GDPR readiness, vendor management, and quality assurance

Senior Manager, AdWords / Google Shopping

2016 – 2017

- Improved operational efficiency by 50% through tooling and process standardization across APAC, EMEA, and North America vendors
- Maintained global service continuity across four product areas with a lean team of five FTEs
- Led enforcement programs protecting Ads quality and preventing fraud and abuse across multiple product lines

Global Manager, Google Maps & Location Operations

2012 – 2016

- Directed global vendor operations for Google Maps content quality, expanding indoor map coverage to 10K+ locations and delivering 380K+ Wi-Fi surveys across five countries
- Managed a \$30M+ operations budget and scaled field and data-collection operations across eight countries spanning the Americas, Europe, and APAC
- Led a 9-person FTE team whose broader organization managed vendor operations involving 200+ vendor personnel; held site-level operational responsibility for 120+ vendor personnel across two vendor groups
- Achieved Google Japan's lowest-ever vendor attrition rate (1.45% vs. a 15.3% baseline) through workforce stability, incentive, and training programs

EARLIER CAREER

Principal Project Management Specialist, Symantec

2010 – 2012

Led cross-functional projects spanning eCommerce, partner management, and IT infrastructure, coordinating vendors and internal teams to deliver product launches on schedule.

Project Manager / IT Specialist, The Boston Consulting Group

2006 – 2010

Manager and technology advisor for BCG's West Coast office, supporting a 400-consultant team across a broad range of technology services.

Technical Account Manager / Project Management, BIOS Division, LINC Media Inc.

2005 – 2006

Bilingual IT consultant providing infrastructure support, bilingual helpdesk, hardware/software procurement, and systems deployment.

SELECTED BUILDS

Japan Property OS — Founder / Product Lead. Real-estate acquisition decision-support product for foreign buyers in Japan; product strategy, UX, requirements, AI-assisted development, QA, and deployment.

Multi-Site Job Saver — Creator / Product Lead. Open-source job-search filtering/saving extension with a companion web application in active development.

EDUCATION & CERTIFICATIONS

MBA — Kaplan University · PMP · CISM · JLPT N1 · COPC Certified & Registered VMO Coordinator · CSM — Certified ScrumMaster