

Lindsay Blackwell

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EXPERIENCE

Trust & Safety Operations Lead, Mozilla

2023 – PRESENT

At Mozilla, I work with product and engineering teams to cultivate our content moderation practice across a wide range of products and services, including the Firefox Add-on Marketplace (addons.mozilla.org). I am responsible for defining operational processes, managing vendor relationships, and training new moderators. I partner closely with our policy and legal teams to manage regulatory compliance projects, support policy development, and consult on new products. Much of my current work centers around compliance with the EU's Digital Services Act, including creating new infrastructure to support moderation appeals and improved user communication. I also designed and implemented a scaled content moderation program for Mozilla's pilot social product ([Mozilla.social](https://mozilla.social)).

Head of Trust & Safety, Yik Yak, Sidechat

2022 – 2023

As the Head of Trust & Safety for both Yik Yak and Sidechat, I was responsible for merging two disparate Trust & Safety ecosystems, developing new shared policies, training a combined moderation team, and creating the necessary infrastructure to support a 10x increase in both DAU and daily posts. I based Sidechat's [Community Guidelines](#) on a decade of research with targets and perpetrators of online abuse, and I designed enforcement processes and technical infrastructure to allow for near-instant review of high-severity content. I also led the development of innovative automation techniques to predict potential violations more precisely than traditional supervised learning models. In addition to my direct reports, I managed 75 moderators and the engineering team responsible for moderation and support tools.

Senior User Researcher, Twitter

2021 – 2022

I led research for and managed external partnerships with Twitter's Content Health teams, which aimed to better detect, prevent, and sanction harmful speech and behavior. My primary role was to develop product roadmaps and strategic partnerships that helped Twitter better represent the voice of its most vulnerable users. I worked closely with Policy and Operations teams on improving enforcement protocols, and alongside data scientists to assess issues of bias, fairness, and severity. I also supported our machine learning engineers by developing research-based taxonomies to generate richer and more relevant training data.

User Experience Researcher, Facebook

2017 – 2020

In addition to conducting foundational research about online abuse, I developed and managed a large cross-functional project that brought Facebook's hate speech detection algorithms into alignment with users' expectations and needs, as featured in the [The Washington Post](#). This multi-year initiative required us to develop significant operational infrastructure, generate empirical evidence for how diverse users perceive the severity of harmful speech, and engineer innovative solutions for incorporating contextual information into automated enforcement.

User Experience Researcher, Oculus VR

2018 – 2019

I conducted foundational research about harassment experiences in social VR. I also partnered with Oculus Venues to design an onboarding experience that highlighted behavioral expectations and reduced abusive user interactions, as featured in [Wired](#).

Research Assistant, University of Michigan

2014 – 2017

My dissertation research—which focuses on transforming online governance with applied theories of justice—has been published in top computer science venues and featured in a variety of publications, including [On the Media](#) and [The New York Times](#).

Assistant Director of Social Media, Fluency Media

2012 – 2014

Social Media Director, Ingenex Digital Marketing

2012

EDUCATION

PhD, Information

University of Michigan
2024 (expected)

BA, English and Linguistics

High Honors

University of Michigan
2010

AWARDS

XFN Impact Award

Twitter, 2021

Hack Week (1st Place)

Twitter, 2021

Gender & Diversity in Information Award

University of Michigan, 2019

Outstanding Graduate Student Instructor

University of Michigan, 2019

Fellowship Finalist

Facebook, 2017

Platinum and Gold Awards

MarCom Awards, 2014

Piggy Bank Award

American Public Media, 2012

STRENGTHS

Communication

Collaborative leadership

Cross-functional partnership

Ethics and accountability

Product strategy

Policy development

Vendor management

Human computation

Risk assessment

Conflict resolution

Public speaking

Humor

INTERESTS

Gaming, cooking, teaching, music, mentorship, eBikes, Fischer random chess

SELECT PUBLICATIONS

Peer-reviewed research

Schoenebeck, S. and **Blackwell, L.** (2021). Reimagining Social Media Governance: Harm, Accountability, and Repair. *Yale Journal of Law and Technology*, 23, Justice Collaboratory Special Issue 1.

Rubin, J. D., **Blackwell, L.**, & Conley, T. D. (2020). "Fragile Masculinity: Men, Gender, and Online Harassment." In *Proceedings of the 2020 CHI Conference on Human Factors in Computing Systems (CHI '20)*.

Blackwell, L., Ellison, N., Elliott-Deflo, N., & Schwartz, R. (2019). Harassment in social virtual reality: Challenges for platform governance. *Proc. ACM Hum.-Comput. Interact.*, Vol. 3, No. CSCW, Article 100.

Redmiles, E.M., Bodford, J., and **Blackwell, L.** (2019). "'I just want to feel safe': A Diary Study of Safety Perceptions on Social Media." In *Proceedings of the Thirteenth International Conference on Web and Social Media (ICWSM '19)*.

Blackwell, L., Chen, T., Schoenebeck, S., and Lampe, C. (2018). "When Online Harassment is Perceived as Justified." In *Proceedings of the Twelfth International Conference on Web and Social Media (ICWSM '18)*.

Blackwell, L., Dimond, J., Schoenebeck, S., and Lampe, C. (2017). Classification and Its Consequences for Online Harassment: Design Insights from HeartMob. *Proc. ACM Hum.-Comput. Interact.*, Vol. 1, No. 2, Article 24.

Ellison, N., **Blackwell, L.**, Lampe, C., and Trieu, P. (2016). "'The question exists, but you don't exist with it': Strategic anonymity in the social lives of adolescents." *Social Media + Society*, 2(4), 2056305116670673.

Blackwell, L., Hardy, J., Ammari, A., Veinot, T., Lampe, C., and Schoenebeck, S. (2016). "LGBT Parents and Social Media: Advocacy, Privacy, and Disclosure during Shifting Social Movements." In *Proceedings of the 34th Annual ACM Conference on Human Factors in Computing Systems (CHI '16)*. Best Paper Honorable Mention.

Blackwell, L., Gardiner, E., and Schoenebeck, S. (2016). "Managing Expectations: Technology Tensions among Parents and Teens." In *Proceedings of the ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '16)*.

Schoenebeck, S., Ellison, N., **Blackwell, L.**, Bayer, J., and Falk, E. (2016). "Playful Backstalking and Serious Impression Management: How Young Adults Reflect on their Past Identities on Facebook." In *Proceedings of the ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '16)*.

Presentations and panels

Blackwell, L., Henshaw-Plath, E., King, J., and Lai, S. (2024). "Content Governance." Presented at Decentralized Social Media Workshop, Princeton University. Princeton, NJ. March 4, 2024.

Blackwell, L., Chordia, I., Im, J., and Klassen, S. (2023). "Radical Futures for Social Media Governance." Presented at the annual conference of the Social Media Governance Initiative at Yale. New Haven, CT. March 31, 2023.

Blackwell, L., Davis, E., Hoffmann, A. L., and Narayan, S. (2019). "One Click Away: Hate and the Internet." Humanities Washington in partnership with the University of Washington and Town Hall Seattle. Seattle, WA. October 9, 2019.

Dimond, R., Pincus, J., McLemore, M., Valdez-Ward, E., and **Blackwell, L.** "How to Counter Intersectional Biases in Social Media." Presented at AAAS '20. Seattle, WA. February 13-16, 2020.

Blackwell, L., Handel, M., Roberts, S. T., Bruckman, A., and Voll, K. (2018). "Understanding 'Bad Actors' Online." Workshop at CHI 2018. Montreal, Canada. April 21, 2018.

Blackwell, L. "What Makes a Bad Actor? Online Harassment and Redress." Presented at All Things in Moderation: The People, Practices and Politics of Online Content Review—Human and Machine (ATM '17). Los Angeles, CA. Dec 6-7, 2017.

Blackwell, L. "Understanding People Who Engage In Online Harassment." Presented at the Facebook User Experience Research Summit (UsERS '17). Menlo Park, CA. Aug 8-9, 2017.

Blackwell, L. "Designing Civil Futures: Online Harassment Interventions Influenced by Theories of Justice." Presented at the 2017 Human Computer Interaction Consortium (HCIC '17). Watsonville, CA. June 25-27.

Lenhart, A., Marwick, A., Milner, R., Phillips, W., **Blackwell, L.**, & Miltner, K. "Malicious Scripts: Investigating Online Harassment and Networked Abuse." Presented at ICA '17. San Diego, CA. May 25-29, 2017.

Blackwell, L., Ashktorab, Z., Lo, K., and Lee, E. "Understanding Online Harassment: Definitions, Ethics, and Prevention." Presented at the 2016 Grace Hopper Celebration of Women in Computing (GHC '16). Houston, TX. Oct 19-21, 2016.

Et cetera

Vickery, J. R., Everbach, T., **Blackwell, L.**, Franks, M. A., Friedman, B., Gibbons, S., Gillespie, T., and Massanari, A. (2018). "Conclusion: What Can We Do About Mediated Misogyny?" In *Mediating Misogyny*, pp. 389-412. Palgrave Macmillan, Cham.

Marwick, A., **Blackwell, L.**, & Lo, K. (2016). *Best Practices for Conducting Risky Research and Protecting Yourself from Online Harassment (Data & Society Guide)*. New York: Data & Society Research Institute.