

LEO BRYAN MAGSINO

Trust & Safety Team Lead | Content Moderation & Online Safety Operations

Taytay, Rizal, Philippines | Available for Remote / Hybrid Roles

PROFESSIONAL PROFILE

Trust & Safety leader with 8+ years driving content moderation operations for major social media platforms at TaskUs. Skilled in leading frontline teams through high-volume, policy-sensitive environments while maintaining strict SLA/KPI compliance, quality standards, and client trust. Proven ability to translate platform policy into consistent team execution, mentor moderators through emotionally demanding content, and serve as the critical link between operations leadership and client stakeholders. Committed to confidentiality, integrity, and building resilient, high-performing teams.

CORE COMPETENCIES

- Content Moderation & Trust and Safety Operations
- Team Leadership & Mentorship (10+ direct reports)
- SLA / KPI Management & Performance Reporting
- Policy Enforcement & Guideline Interpretation
- Client Relationship Management & Escalation Handling
- Quality Assurance & Coaching Programs
- Cross-Functional Communication (Ops ↔ Client)
- Workforce Resilience & Wellness Support

PROFESSIONAL EXPERIENCE

Team Leader – Content Moderation (Social Media Platforms)

Aug 2015 – Apr 2024

TaskUs Inc. | Antipolo, Rizal

- Led a frontline content moderation team enforcing platform community guidelines across major social media clients, ensuring accurate, policy-compliant decisions on sensitive and high-risk content.
- Directed daily operations to consistently meet or exceed SLA and KPI targets for accuracy, throughput, and turnaround time in a high-volume moderation queue.
- Designed and delivered training programs that onboarded new moderators and upskilled tenured staff on evolving platform policies and escalation protocols.
- Acted as the primary liaison between operations and client stakeholders, managing feedback loops and driving process improvements that strengthened client trust and satisfaction.
- Conducted regular performance evaluations, quality calibrations, and one-on-one coaching to sustain a high-performing, resilient team in a psychologically demanding environment.
- Resolved team member issues and workplace concerns proactively, fostering a stable, collaborative floor culture during periods of high content volume and policy change.

Platforms & Tools: SRT (Single Review Tool), Zendesk, Google Business Suite, Microsoft Office, Power BI, Facebook, Instagram, Workplace, Slack, Zoom, Webex, Liveops, LMS

Chat/Email Support Representative – eBay UK

Sep 2014 – Jul 2015

Motif Limited (TTEC) | Quezon City

- Resolved buyer and seller inquiries across a high-traffic e-commerce platform, contributing to measurable gains in customer satisfaction metrics.
- Supported sellers with listing management, inventory organization, and marketing best practices — building close attention to policy and process detail applicable to content review work.

Platforms & Tools: Agent Desktop CRM, Google Business Suite, Microsoft Office, eBay UK Buyer/Seller Apps

Technical Support Representative – Epson Printers USA

Aug 2013 – Jun 2014

Teleperformance Philippines | Quezon City

- Guided customers through technical troubleshooting via phone, email, and chat, demonstrating the same calm, methodical problem-solving used in escalation and policy-edge-case review.

Platforms & Tools: TP Client CRM, Google Business Suite, Microsoft Office, Epson Support Apps

Customer Service Representative

Sep 2012 – Jul 2013

Tech Mahindra Limited | Quezon City

- Assisted customers with billing, plans, and technical features for Globe broadband and landline services, maintaining professionalism under policy and compliance constraints.

Platforms & Tools: ICCBS CRM, Google Business Suite, Microsoft Office, Avaya

ADDITIONAL TRAINING

- General Admin Virtual Assistant Training — real estate transaction coordination, MLS listing processes, contract documentation, and social media/blog content management.

EDUCATION

BS Computer Engineering (Undergraduate) — URS Binangonan, Binangonan, Rizal (2001–2003)