

AUSTINNE STA ROSA

XERO BOOKKEEPER

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SUMMARY

A reliable BPO professional with 9 years of experience with 4 years handling Risk & Payments Fraud for the biggest social media platforms. Throughout my career, I have consistently ranked among top performers. I am highly detail-oriented, efficient, and known for my strong work ethic and reliability, with a strong focus on accuracy in every task. I perform well in fast-paced environments where precision, time management, and clear communication are essential. I take pride in handling multiple responsibilities while maintaining consistently strong results.

SKILLS

Xero	Payroll	Bank Reconciliation
G-Suite	Accounts Payable	Management Reporting
Microsoft Office	Accounts Receivable	Bank Feeds Reporting

PROFESSIONAL EXPERIENCE

Social Media Global Ads Risks & Fraud Specialist, TaskUs **May 2022 - Feb 2026**

- Analyzes user accounts writing in whether they've been compromised and/or have been using stolen financial instruments. We compile every amount spent under the platform and refund them or clear their invoice.
- Previously a Subject Matter Expert under this LoB and did administrative tasks on top of regular operations
- Became the 2024 Employee of the year and won the first ever innovation award for the LoB on Q4 2025

Social Media Global Gaming Streams, VoDs & Group Post Content Review, TaskUs **Mar 2020 - May 2022**

- Moderated Livestreams (some in real time, some within the recent hours), VoDs and Gaming Group posts on whether they meet the platforms Terms and Conditions, GDPR and several other ethical issues (either general or local). We also annotate, categorize and sort them for our platform's SEO.
- Pioneered this LoB offshore and contributed to the knowledge base still in use today.

Ridesharing App Incident Response Critical Messaging - EMEA & UKI, TaskUs **Dec 2018 - Mar 2020**

- Determine whether the message we receive from our app users that were initially filtered by our system has an emergency. This ranges from vehicular accidents, verbal and/or physical altercations, SA, nudity, health complications etc.

Ridesharing App Driver Account General CS - USA, TaskUs **Feb 2017 - Dec 2018**

- Assisted drivers using the app on their account issues, such as sign up issues, being restricted from the app, function and usage explanations, etc. We also help our system that flags certain users from misusing the app

EDUCATION

Bachelor of Science in Information Technology **May 2011 - April 2015**
AMA University, Project 8

ADDITIONAL INFORMATION

- **Languages:** English (EFSET C1 Fluent), Filipino (Native)
- **Certifications:** ProVA Xero Bookkeeping, SEO, SMM & GVA. Lean Six Sigma White Belt
- **Awards/Activities:** Most Innovative Employee of the Year (2025), Best Employee of the Year (Risk & Fraud) (2024)