



Quality Assurance Specialist / Subject Matter Expert / Email Support

Experienced Email Support Representative, Subject Matter Expert, and Quality Assurance Specialist with 7+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement. Skilled at transforming customer feedback into actionable insights that drive revenue and improve processes. Able to evaluate written customer contact by agents while coaching them for success in executing superior service to customers.

Professional Experience

Special Operations - CX/Quality Assurance Specialist July 5, 2019 to September 5, 2022

- Provides client level support, knowledge, and information to team leaders and agents
- Monitors and audits chat and email transcripts for frontline and social media agents and back office tasks via Stella Connect
- DSAT analysis
- Creates knowledge based articles
- Accomplishes special projects from the client through Slack channels
- Assuring accuracy of the content
- Coaching and training agents on improving customer interaction
- Creates script macro to reduce AHT

Assistant Team Leader - Subject Matter Expert November 15, 2018 to July 4, 2019

- Ensures daily obligations are met by employees on a shift
- Delegates duties, answers inquiries, and solves problems
- Responsible for call center agents' job (ensure that all agents are performing at or above par)
- Completes supervisor reports
- Urgently responds to situations; manages, coaches, and evaluates agents
- Goals, departmental policies, and processes
- Identify problems, develop solutions, and apply them to succeed
- Handles escalated email and chat from agents
- Help new call center hires move from classroom to floor
- Recognize and reward success, and be the initial escalation point for issue resolution

Contact

Education

Technological University of the Philippines

*Bachelor of Science in
Industrial Education*

Major in Computer Education
2010-2015

Skills

Quality Assurance

Team Leadership

Communication

Empathy

Learning Ability

Analytical and Critical

Customer Service

Data Entry

Interpersonal

Time Management

Project Management