

Certified Lead Six Sigma Green Belt | Experienced Quality Analyst and Training | MS Tools Proficient

AREAS OF EXPERTISE

Training | Quality Assurance | Process Mapping | Coaching | Technical Support | CSR

PROFILE

With six years of experience, I am proficient in quality assurance, customer service, and claims support. I am skilled at collaborating with teams, mentoring new hires, and using a range of technical skills to achieve organizational goals.

EXPERIENCE

QUALITY ANALYST AND TRAINING

With. Intelligence | Cebu City | May 2021 – August 2025

Conduct quality checks for researchers' tasks and research builds. Mentor and manage new hires during the nesting stage. Report as one of 10 Quality Analysts in the Cebu office.

CUSTOMER SERVICE ASSOCIATE

Accenture | Cebu City | May 2020 – August 2020

Handle customer inquiries and resolve issues effectively. Advocate and pitch relevant products to enhance user experience.

CLAIMS SUPPORT SPECIALIST (OUTSOURCED BY TRAX TECHNOLOGIES)

Performance360 | Cordova, Lapu-Lapu City | February 2019 – February 2020

Process claims for unsuccessful parcel deliveries (FedEx & UPS). Serve as assigned Team Lead for the project duration.

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance | Cebu City | October 2016 – June 2017

Address customer issues via phone, providing tailored solutions. Promote products and services, contributing to sales efforts.

EDUCATION**2015 – 2016****Bachelor of Science in Information Technology****St. Paul College Bulacao., Cebu (Currently UC Bulacao)**

**SKILLS +
INTERESTS**MICROSOFT OFFICE TOOLS | PHOTOSHOP | ADOBE CREATIVE
SUITE | VIDEO EDITING | 3D MODELING USING BLENDER.

FISHING | TIKTOK AFFILIATE | PHOTOGRAPHY | VIDEOGRAPHY | DRAWING.

**CHARACTER
REFERENCE****MARK SUN**

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