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Professional Summary

QA, SME, and Team Lead with 3+ years of BPO experience in quality monitoring, team support, coaching, performance evaluation, and campaign operations. Experienced in identifying performance gaps, enforcing quality standards, and supporting teams in meeting client requirements.

Technical Skills

- **Quality Assurance & Call Evaluation**
- **Quality Scoring & Compliance**
- **Coaching & Performance Feedback**
- **Subject Matter Expertise**
- **Team Leadership & Support**
- **Performance Monitoring**
- **Process Improvement**
- **Campaign Operations**
- **CRM & Communication Tools**

Professional Experience

Subject Matter Expert / QA & Team Lead
Connectram PH - Present

- Conduct QA evaluations and monitor calls for quality, accuracy, and compliance.
- Identify performance gaps and provide feedback and coaching.
- Serve as SME for campaign processes, guidelines, and escalations.
- Train and support agents on processes and quality standards.
- Monitor team performance and assist with operational issues.
- Support Team Lead duties, including team coordination and performance monitoring.
- Communicate recurring QA issues and recommend process improvements.

Quality Assurance / Subject Matter Expert
VMPowered Corp.
July 2023 – January 2026

- *Conducted QA evaluations based on campaign and client standards.*
- *Reviewed calls and interactions for quality, accuracy, and compliance.*
- *Identified errors and performance gaps and provided feedback.*
- *Assisted agents with process-related concerns and complex cases.*
- *Supported training and knowledge sharing within the team.*
- *Reported recurring quality issues and assisted with process improvements.*

Educational Background

Tertiary Education
BS Computer Engineering
Asia Technological School of Science and Arts
August 2023 – Present
Relevant Coursework: Data Analysis, English Proficiency, Data Structures, and Algorithms.

Senior High School
STEM Strand
Westbridge Institution of Technology Inc
2023

Junior High School
Pulo National High School
2021

Elementary
International Montessori School
2016

Contact Information

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