

# JACQUELYN SARAH SANTOS



A skilled BPO Quality Specialist excelling in exceeding service standards, Quality Assurance, data analysis, and operational optimization. Committed to enhancing quality and customer experiences while improving team performance with expertise.

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Cavite 4108

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## EDUCATION

2011 - 2012

**Rizal Technological University**

B.S. in Accountancy

2007 - 2010

**Secondary**

Tanza National Comprehensive High School

## SKILLS

Attention to Details



Time Management



Problem Solving Skills



Organizational Skills



Adaptability



## REFERENCES

**Arcely Kate Barroquillo**

**Quality Manager (Ubiquity)**

arcely.barroquillo@gmail.com

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**Lloyd Albert Astejada**

**Quality Supervisor (Ubiquity)**

astejadal@gmail.com

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## WORK EXPERIENCE

2022-2024

**Ubiquity**

Senior Quality Auditor (Green Dot)

Coordinates program projects, mentors Quality Analysts, organizes regular syncs, supports bottom performers creatively, leads special projects, audit the auditors, updates reports, and provides real-time support.

2021-2022

**Ubiquity**

Quality Auditor (Green Dot)

Maintain auditing role, develop call center quality processes, provide actionable data to internal support groups, offer real-time feedback on opportunities, and monitor analyst cases for quality.

2019-2021

**Ubiquity**

Risk Operation Analyst (Chime)

Research credit card disputes, monitor transactions for fraud, analyze customer transactions to prevent losses, collaborate with cardholders and merchants, conduct risk analysis for Regulation E and Z claims, ensure compliance with regulations and Service Level Agreements, and review disputed transactions using bank records and systems.

2019

**ARB Call and Facilities**

Loan Originator

Process loan applications by verifying financial information, collecting data from customers, checking applicant history with credit bureaus, and informing customers about deadlines.

2016-2019

**Teleperformance Ayala**

Quality Auditor (Expedia ASC)

Monitor calls for performance evaluation, investigate high callback rates, and perform external calibrations.

2014-2016

**Teleperformance Ayala**

Customer Service Representative (Expedia ASC)

Skilled in GDS tools like Sabre and Amadeus, making travel reservations for various services, providing travel assistance, recommendations, and addressing travel-related issues.