

Joshua Asne

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9066 Narra Rd. Bayan- Bayanan, San Pedro Laguna.

QUALITY ANALYST

Experienced Quality Analyst with a proven track record of improving processes, ensuring compliance, and enhancing customer satisfaction. Seeking a challenging role where I can utilize my skills and expertise to drive continuous improvement and contribute to organizational success.

KEY COMPETENCIES & OTHER SKILLS

Process Improvement
Coaching Feedback
Video Editing

Report Writing and Presenting
Content Creation
Communication skills

Proactive and Self-motivated
Exceptional Organisational Skills

PROFESSIONAL EXPERIENCE

Genpact

Quality Analyst

February 2022 - Up to Current

Conducted thorough quality assessments of customer service interactions, including chat sessions. Developed and implemented quality assurance processes to ensure consistency and accuracy in agent performance evaluations.

Accenture Inc.

Technical Support Representative

September 2021 - January 2022

As a Technical Support Representative, my role involves providing technical assistance and support to business customers who are experiencing issues with their Verizon products or services.

Concentrix

Customer Service Representative

January 2020 - August 2021

Customer Service Representative for both a Life insurance company and an Accounting software company, I have developed a versatile skill set in providing top-notch customer support, resolving inquiries, and fostering client satisfaction.

Alorica Inc.

Email Support Representative

November 2018 - August 2019

As an Email Support Representative for an online shopping account, I have honed my skills in providing efficient and personalized customer service, addressing inquiries, resolving issues, and ensuring a seamless shopping experience for customers.

EDUCATION & CERTIFICATIONS

Information Technology - Undergraduate - 2018

San Pedro City, Polytechnic College

Secondary - 2014

Upper Villages Christian Academy

Primary School - 2009

Laguna Resettlement Community School

CHARACTER REFERENCES

Julie Anne Salvador

Quality Manager

- 09173034497

Camella Bautista

Former Supervisor

- 09176350229