MARIA MARGARITA TALUBAN

**Executive Assistant | Team Manager | Quality Assurance Analyst**

Unit 4 De Leon Apartment Purok 3, Mangino Gapan, Nueva Ecija | +63945-174-4675 | emtaluban1@gmail.com

# CAREER SUMMARY:

Friendly customer service specialist with 4+ years of experience in handling inbound and outbound calls and establishing strong customer relationships. A Quality Assurance Manager with more than three years of experience with great attention to detail and a commitment to developing and implementing continuous improvement initiatives through the collection and analysis of data and converting it into actionable information.

# WORK EXPERIENCE:

## RareJob Inc.

Online English Tutor | June 2012 – February 2014

* Preparing and delivering lessons to improve students' reading, writing, and conversing skills.
* Assessing student progress and writing reports.

## Teleperformance Phil.

Back of House Associate | Subject Matter Expert | Team Leader | March 2014 – May 2017

* Order taking of customer requests and processing the orders.
* Ensure the facts and details are correct so that the project's/program's deliverable(s) will meet the needs of customers and clients.
* Responsible for implementing strategies that team members use to achieve goal.
* Communicating with direct reports in regards to new policies, procedures and client changes in a timely manner.
* Coached to success including and using the corrective action process when appropriate.

## WNS

2nd Level Customer Sales Executive | May 2017 –June 2017

* Training only.

## Microsourcing Inc

## Intermediate Customer Sales (Seasonal) | August 2017 – December 2017

* Provide product/services information, answer questions, and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

## RareJob Inc

## Online English Tutor (Japanese) | January 2018 – August 2018

* Preparing and delivering lessons to improve students' reading, writing, and conversing skills.
* Assessing student progress and writing reports.

## Lizard Bear Tasking Inc. (TaskUs)

## Customer Support Representative (Tier 2)| August 2018 – January 2019

* Provide product/services information, answer questions, and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

## 24/7 Intouch

## Customer Support Representative - Email Support | Quality Analyst | May 2019 – March 2020

* Provide product/services information, answer questions, and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.
* Responsible for analyzing and ensuring the quality of software, products, and systems. Confirming that products or services meet the standards set by the company or the client.

## RingCentral

## Billing Support Analyst | December 2020 - June 2021

* Oversees the tasks of sending invoices to clients and monitoring outstanding balances to ensure each account is paid on time and in full.

## REVA Global

## Executive Assistant | Quality Analyst | Transaction Coordinator | June 2021 – February 2023

* Professional responsible for managing the schedules and communications of key executives in their company. Prioritizing emails and phone calls and arrange meetings and business events.
* Responsible for analyzing and ensuring the quality of software, products, and systems. Confirming that products or services meet the standards set by the company or the client.

## CallLyft

## Quality Analyst | Team Manager | November 2022 – November 2023

* Ensures that agents provide quality service in line with organizational objectives.
* Communicating with direct reports in regards to new policies, procedures and client changes in a timely manner.
* Coached to success including and using the corrective action process when appropriate.

# RELEVANT PROJECTS/TRAININGS OR SEMINARS:

* JUMP Leadership Training in Teleperformance

*Class Salutatorian – Batch 3 2016*

* Vodafone JUMP Leadership Training in Teleperformance
* Ms. Vodafone 2017 in Teleperformance

# EDUCATION:

* 2010-2012| University of the East
* Bachelor of Arts - Major in Legal Management
* 2012-2014| AMA University
* Bachelor of Mass Communication

# SKILLS:

* Expert in Microsoft office with focus in excel
* Capable of planning, following and completing tasks with minimal supervision

# TOOLS:

Canva, Podio, Salesforce, Call Tools, Microsoft360, FollowUpBoss, LibertyAI, Swiftpod, LaunchControl, etc.