



NUR-AIN ACMAD

✉acmadnurain@gmail.com
📍Rizal, Philippines

Highly organized and detail-oriented professional seeking a Virtual Assistant position. Offering excellent communication skills and strong ability to manage multiple tasks simultaneously. Committed to providing efficient and high-quality administrative support while working remotely. Aiming to utilize my customer service skills and dedicated work ethic to effectively meet the demands of your organization.

WORK

MAY 2020 -	TDCX PHILIPPINES
OCT 2024	QA Officer (Global DNA) – WFH
	<ul style="list-style-type: none">• Monitored and evaluated customer interactions across multiple communication channels to ensure adherence to company standards and policies• Conducted daily quality assessments on agent calls, chats, and emails, identifying opportunities for performance improvement• Provided detailed feedback and coaching to enhance agent communication, accuracy, and compliance with client procedures• Collaborated with team leads and trainers to refine scripts, workflows, and quality assurance guidelines• Prepared and presented weekly QA reports highlighting trends, root causes, and actionable recommendations to improve overall service quality• Ensured data integrity and compliance with client-specific and regulatory requirements in all quality audits• Supported continuous process improvement initiatives, resulting in a measurable increase in customer satisfaction and service consistency
FEB 2020 -	TDCX PHILIPPINES
MAY 2020	QA & Compliance Officer (Operations Support) - WFH
	<ul style="list-style-type: none">• Monitored and evaluated calls, emails, and messages to ensure high standards of customer service and compliance• Provided feedback to enhance team performance and maintain quality benchmarks• Prepared performance and compliance reports for management review• Identified process gaps and supported continuous improvement in operations
JUN 2017 -	TDCX PHILIPPINES
FEB 2020	Customer Experience Team Lead (Operations)
	<ul style="list-style-type: none">• Led and coached a team of customer service representatives to deliver exceptional customer experiences• Monitored team performance, set service goals, and analyzed data to improve efficiency and satisfaction• Implemented training and feedback sessions to enhance quality, communication, and productivity• Collaborated with operations and QA teams to streamline processes and maintain service standards
NOV 2015 -	TDCX PHILIPPINES
MAY 2017	Customer Service Specialist
	<ul style="list-style-type: none">• Assisted customers with inquiries and concerns related to home and vacation rental bookings, payments, and policies• Provided timely and accurate information to ensure a seamless booking experience and high customer satisfaction• Resolved issues efficiently while maintaining professionalism and adherence to company standards

AUG 2013 -	TELEPERFORMANCE
OCT 2015	<div>Customer Service Specialist</div> <div><ul style="list-style-type: none">Managed up to 80+ incoming calls daily, assisting customers with inquiries on mobile, landline, cable, and internet servicesResolved billing concerns, service issues, and product package inquiries with a 95% customer satisfaction rateProvided accurate information on plans, promotions, and troubleshooting steps, improving first-call resolution by 10%Documented all customer interactions in the CRM system to ensure accurate records and timely follow-upsCollaborated with technical and billing teams to address complex concerns, reducing escalation rates and enhancing service efficiency</div>

EDUCATION	TASK EXPERTISE
<div>ST. PAUL COLLEGE OF ILOCOS SUR</div> <div>Bachelor's Degree, Accountancy</div> <div>2008-2012</div>	<div>Research</div> <div>Customer Service</div> <div>Administrative Support</div> <div>Document Management</div>

TOOLS PROFICIENCY	
<div>Canva</div> <div>Google Slides</div> <div>Google Calendar</div> <div>Google Drive</div> <div>Microsoft Excel</div> <div>Zendesk</div> <div>NICE</div> <div>Genesys Cloud</div>	<div>Google Sheets</div> <div>Google Docs</div> <div>Google Mail</div> <div>Microsoft Word</div> <div>Microsoft PowerPoint</div> <div>Tableau</div> <div>Slack</div> <div>Confluence</div>