



# Christine Zuniega

R. Ocampo Drive, Inayawan, Cebu City  
+639212203503 | zhuniemacaser@gmail.com

## PROFESSIONAL SUMMARY

A detail-oriented Quality Analyst with almost 3 years of experience in developing and maintaining quality assurance procedure documentation. Adept at identifying process gaps and recommending solutions to improve quality and productivity.

## WORK EXPERIENCE

- Iresponse Business Solutions, Inc.** Nov. 2021 - Sept. 2024  
Quality Analyst / Calibrator
  - Supported companies to focus on maintaining and improving the quality of their products, services, and processes.
  - Identified areas that need to be improved and work toward enhancing the overall quality, ensuring customer satisfaction and compliance with regulatory standards.
  - Monitored call center associates to assess their demeanor, technical accuracy, customer service performance, and conformity to company policies and procedures.

## EDUCATION

- University of Cebu** 2019  
Bachelor of Science in Accountancy  
College
- Don Vicente Rama Memorial National High School** 2017 - 2019  
Accountancy Business and Management  
Senior High School

## SKILLS

- Teamwork and Collaboration
- Communication
- Problem-solving
- Adaptability
- Attention to Detail
- Analytical and Critical Thinking
- Time Management

## LANGUAGES

- English
- Tagalog
- Bisaya

## REFERENCES

- Kevin Bacalso - Iresponse Business Solutions, Inc.**  
Shift Manager  
+639984556865
- Chrislyn Cabañero - Iresponse Business Solutions, Inc.**  
Subject Matter Expert  
+639162562744