

ABIGAIL GRACE A. GARCIA

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| PROFESSIONAL SUMMARY

Driven Quality Assurance Analyst with a proven track record at Citius Solutions Corporation, skilled in quality processes and data analysis. Proven ability to mentor teams and uplift customer satisfaction through effective issue resolution and call monitoring. Eager to bring my results-driven mindset and compliance expertise to your team, ensuring alignment with project goals and industry standards.

| WORK HISTORY

Citius Solutions Corporation – Quality Assurance Analyst *Skylark Bldg. IT Park Lahug, Cebu City (09/2019 – Current)*

- Mentored and coached team members on QA topics and strategies.
- Participated in regular meetings with cross-functional teams to discuss progress updates, communicate concerns or challenges, and ensure alignment of project goals.
- Reported progress, test metrics and results to project stakeholders.
- Maintained comprehensive knowledge of relevant industry regulations and standards, ensuring compliance throughout the QA process.

Teleperformance – CSR and SME

I. Villa St., IT Park Lahug, Cebu City (10/2016 - 04/2019)

- Managed high call volumes, maintaining a professional demeanor during peak hours and effectively multitasking in a fast-paced environment.
- Demonstrated empathy and active listening skills, resulting in a higher rate of customer satisfaction and repeat business.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Answered constant flow of customer flows within minimal wait times.

| SKILLS

- Quality Assurance
- Quality processes
- Data Analysis
- Mentoring and Training
- Issue Resolution
- Call monitoring

| EDUCATION

Asian College of Technology - 03/2015
Bachelor of Science: Hospitality
Management