

**October 2014 – May 2015 &
August 2016 – March 2017**

**Quality Analyst
VXI GLOBAL SOLUTIONS
Robinson Cyber Gate Davao City, 8000**

- Daily Call Monitoring either live call monitoring, side by side or recorded and was able to reach 100% productivity by the end of the week.
- Achieved an average of 98% accuracy on our weekly client calibration and inter-site calibration.
- Sales call validation and fraud analysis.
- Weekly coaching and skill transfer of at-least 5 representatives.
- Daily predictive survey reports sent to the operations based on daily random call monitoring.
- Root Cause Analysis and conduct continuous action plan for improvement.
- QA talks for new hired representatives, explaining the call flow and ZT/COBC violations.
- Weekly 1hour phone time with a total of 4 hours monthly.
- Nesting Certification and preparing representatives to be endorsed in the production floor

April 2013 – September 2014

**Account Associate
VXI GLOBAL HOLDINGS
Robinson Cyber Gate Davao City, 8000**

- Assisting an average of 40 customers per day.
- Customer Service and Bill Explanation
- Sales recommendation and able to reach a quota of \$350 per day.
- Ensuring 100% sales recommendation with no cancellation of closed sales for the next 30 -90 days.
- Provided outstanding customer satisfaction of 96%

EDUCATIONAL BACKGROUND

Tertiary: Bachelor of Science in Marine Transportation
Mindanao Polytechnic College

TESDA NCII: Health Care Services
St. Alexius College

TRAINING

BASIC SAFETY TRAINING:

Personal Survival Techniques (IMO Model Course 1.19)
Fire Prevention and Fire Fighting (IMO Model Course 1.20)
Elementary First Aid (IMO Model Course 1.13)
Personal Safety and Social Responsibility (IMO Model Course 1.21)