



# CLAUDIA H

## VIRTUAL TEAMMATE



### SKILLS SUMMARY

- Data Analysis
- Training and Coaching
- Customer Service
- Process Improvement
- Back Office
- Apps Support
- Troubleshooting

### TOOLS

Salesforce  
SAP  
Microsoft Office  
Freshdesk  
Workspace

### PERSONAL PROFILE

I am a highly skilled **Quality Assurance Analyst** with over 10 years of experience in customer service, operations, and quality management. Throughout my career, I have specialized in quality assurance, coaching, training, and data analysis, helping teams improve performance and maintain high service standards.

### WORK EXPERIENCE

#### PROVIDER OPERATIONS QUALITY ANALYST

##### Upwards | 2024 - Present

- Designed and implemented a quality scoring system, creating rubrics and dashboards to track performance.
- Data-driven insights to improve customer care operations.

#### PROVIDER OPERATIONS COORDINATOR

##### Upwards | 2022 - 2024

- Recruited, onboarded, and supported providers
- Tech support, troubleshooting provider issues
- Back-office reports to track provider growth and engagement.

##### Telus International | 2020 - 2022

- Tech support for Google Workspace (Docs, Classroom, Sites, Calendar, Drive).
- Advanced technical support and troubleshooting expertise.
- Strong customer communication and problem-solving skills.
- Ability to handle complex technical issues efficiently.

### EDUCATION HISTORY

#### Universidad Dr. Jose Matias Delgado

- El Salvador— Bachelor in Tourism "Undergraduated"