



DHARRYLL LOUISE B.

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Quality Analysis
- Photo Editing
- Office Software & Apps
- Proctoring

TOOLS

Microsoft Office
Microsoft Excel
Canva
Some CRM tools
Google workspaces

PERSONAL PROFILE

A **Quality Assurance Analyst** with 5 years experience in various related work experiences. Adept at multitasking, working under pressure, and continuously learning to improve. Strong analytical and problem-solving abilities, with a keen eye for detail in quality assurance processes. Committed to work and contributing to team success.

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

EastWest BPO-MCI PH | Jan. 2023 – Sept. 2024

- CSR (3months) and QA (5 months) of a Magazine account. Dealing with magazine subscriptions, customer inquiries, or order processing related to magazine publications.
- Virtual Roofers (12 months) - Inspect the roofs via satellite or in a photos provided and give the exact/estimated materials that the contractors needed.

Fair Trade Outsourcing | Dec. 2021 – Jan. 2023

- Proctoring students' exams and quizzes, incoming college students, TOEFL students, food certification exams, and Law students entrance exams based in US.

Food Delivery Accounts - CSR | March 2019 – Dec. 2021

- Door Dash Order placer (Mar. 2019 - Nov. 2020) - Placing an order that our customer placed via application.
- GrubHub Order placer (Mar. 2021- Dec. 2021) - Placing an order that our customer placed via application.

EDUCATION HISTORY

Holy Cross of Davao College

- Bachelor of Hotel and Restaurant Management, 2019
- External Vice President, HRM Organization
- Member, School of Business and Management Education Org.