



ANGELICA A.

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service Skills
- Quality Analysis
- Problem-Solving
- Coaching and Training
- Office Software
- Adaptability
- HIPAA Certified

TOOLS

- Nextech
- CATO
- Microsoft Office
- Microsoft Excel
- RPM

PERSONAL PROFILE

I am a dedicated professional with 6 years of experience in **Customer Service (CSR)** and 4 years of expertise in **Quality Assurance (QA)**. Over the years, I have honed my ability to deliver exceptional customer support while ensuring top-notch service quality and efficiency. My background in both fields allows me to effectively address customer needs while maintaining high standards of quality control.

WORK EXPERIENCE

QUALITY ANALYST

Valor Global Inc | 2021 - Present

- Enhanced Call Quality and Compliance: Conducted regular call audits and provided feedback to customer service representatives, resulting in a 20% improvement in call quality scores and ensuring full compliance with company policies and customer service standards.

CUSTOMER SERVICE/ TECHNICAL SUPPORT

EXL Philippines | 2020-2021

- Streamlined Claims Process: Assisted clients through the claims process, ensuring all documentation was accurate and complete. Helped improve overall customer satisfaction with the claims experience.

Amazon | 2018- 2020

- Delivered exceptional customer support by resolving inquiries and complaints quickly.

Startek | 2015 - 2018

- As a CSR, I handled a wide range of customer inquiries, and as a TSR, I addressed technical problems, providing clear, step-by-step guidance and improved customer satisfaction scores.

EDUCATION HISTORY

Uni-Cyber College of Science and Technologies

- Hotel and Restaurant Services
- Academic Excellence Awardee
- National Certification 2 for Commercial Cooking, Food and Beverage and Bartending.