



# 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.