JIRAH 

[JIRAH.336173@2freemail.com](mailto:JIRAH.336173@2freemail.com)

**PROFESSIONAL EXPERIENCE**

**Senior Quality Assurance Analyst (August 2015 - October 2016)**

**Sutherland Global Services**

Bertaphil 2, Bertaphil Compound, Jose Abad Santos Ave.

CSEZ, Clark Pampanga Philippines

**Account:** Service Quality Management System

**Job Role:**

Responsible for reviewing and auditing calls and chat interactions along with reviewing, investigating customer survey responses and identifying areas of service improvements and developing programs that improve the overall quality of the customer’s experience.

**Principal Accountabilities:**

* Analyzes/monitor service incident data, emails, voice clips, and customer surveys to identify areas of service delivery that did not meet pre-established performance standards set by the clients.
* Provides structured and timely recommendations; verbal and/or written feedback to Quality Manager and Operations.
* Performs mock calls and certify new hires to determine readiness for moving into support.
* Develops and conducts targeted group / one on one coaching sessions with consultants to address opportunities and acknowledge the areas of excellence
* Provides root cause analysis per DSAT or Low CE surveys
* Provides highlights and lowlights of the program to be sent to clients.
* Facilitates Calibration session, Audit the Auditor and Gage R&R to measure the amount of variance and test the accuracy of auditors in monitoring calls.
* Performing business reviews (Annually, Quarterly and Monthly) together with operations and discuss consolidated data to clients.
* Takes supervisor calls / escalated calls from consultants.
* Generates the overall CSAT and CE score of consultants.
* Creates quality dashboard to provide the overall quality performance of the program to clients and operations.
* Enrolls consultants to Monitoring Improvement Plan per defect incurred to see progress.

**Business Processing Outsource Consultant (May 2013 - July 2015)**

**Sutherland Global Services**

Customer Service Representative

Bertaphil 2, Bertaphil Compound, Jose Abad Santos Ave.

CSEZ, Clark Pampanga Philippines

**Account:** MyCheckFree, Fiserv

**Job Role:**

Responsible for acting as a liaison between customers and companies. Assists with complaints, orders, errors, account questions, billing, cancelations, and other queries.

**Principal Accountabilities:**

* Responsible for resolving customer inquiries received via phone or chat and diagnosing, resolving, and communicating resolutions.
* Provide account balance and delivery information
* Do necessary biller or bank contacts to do follow ups or process the request of customers.
* Develops and maintains great working relationships with all site staff members and Operations Managers.
* Keep records of customer interactions and transactions in customer database
* Perform customer verifications
* Communicate and coordinate with internal departments
* Meet established department average handle time /quality service levels and other identified performance targets on a consistent basis as determined by side-by-side and remote monitoring.

**Business Processing Outsource Consultant (March 2013-May 2013)**

**Sutherland Global Services**

Customer Service/ Sales Representative

Bertaphil 2, Bertaphil Compound, Jose Abad Santos Ave.

CSEZ, Clark Pampanga Philippines

**Account:** Flowers All Hours, Florists’ Transworld Delivery

**Job Role:**

Deliver an outstanding experience to our customers for the Mother’s Day season by assisting with order placement, product inquires and service issues.

**Principal Accountabilities:**

* Answer incoming calls promptly to place orders, answer questions and assist with service issues.
* Create a positive and memorable experience for the customers by establishing a unique personal connection and engaging in a sincere and enthusiastic manner.
* Determine applicability and scope of problem resolution (recovery solution) and sends email to florists about the customers’ complaints.

**EDUCATIONAL BACKGROUND**

Bachelor of Elementary Education, SPED (2011 - 2013)

Angeles University Foundation

Pampanga, Philippines

Angeles City National High School (2007 - 2011)

Pampanga, Philippines

**Documentation**: Microsoft Word 10/10

Microsoft Excel 9/10

**Presentation**: Microsoft PowerPoint 9/10

**PERSONAL INFORMATION**

Status: Single

Date of Birth: October 19, 1994

Age: 22

Nationality: Filipino

\*Reference List is provided upon request