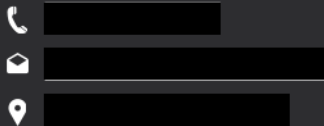




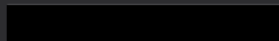
# JUSTIN

## Quality Analyst

### CONTACT



### EDUCATION



Bachelor of Marketing Management  
2012 - 2015  
(3<sup>rd</sup> Undergraduate)

### SKILLS

- Management Skills
- Creativity
- Analytical
- Negotiation
- Critical Thinking
- Leadership

### LANGUAGE

English  
Tagalog

### ABOUT ME

I'm into details and more on critical thing entry-level Customer Service and Quality Analyst with practical experience in customer engagement through voluntary roles and work placements. I'm skilled at telephone and face-to-face communication. I'm eager to leverage these abilities in a dynamic environment.

### EXPERIENCE

Quality Analyst 2023 - 2025



- Auditing Calls.
- Creating site reports when it comes to agent metrics.
- Facilitating product and process when it comes to the site performance.

Customer Service Agent 2022 - 2023



- Taking Inbound Calls.
- Resolving Customer's concern in a timely manner.
- Meeting the monthly metrics goals.

Customer Service Agent 2021- 2022



- Manage website and customer's account through troubleshooting.
- Walking through the customer on their streaming application.

### HIGHLIGHT

- Top Quality for three months (February, May & June 2024)
- Top Customer Service Representative (December, January & February 2023)
- Took Leadership seminars (Identifying Behaviors, Coaching, and Grow)