

Safety Compliance

Service Standards

Incident Management

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

5.9
YEARS

● Quality Assurance Analyst at Innovative Solutions Inc. (2.3 Years)

● Customer Service Specialist at Customer Care Solutions LLC (2.1 Years)

● Customer Service Representative at Tech Innovations Group (1.5 Years)

- Handled customer inquiries while consistently maintaining high-quality service and rigorous standards.
- Participated in quality audits, offering critical insights aimed at improving service delivery actions.
- Collaborated with training teams to refine materials that elevated service protocols based on direct customer feedback.
- Assisted in spotting service trends through meticulous analysis of customer feedback and incident data.
- Facilitated effective communication among team members to guarantee alignment with established quality expectations.
- Engaged in regular training efforts, emphasizing ongoing learning in customer service and quality assurance best practices.

LEADERSHIP & AWARDS

- Dean's List, Portland State University - 2024
- Excellence in Customer Service Award, Innovative Solutions Inc. - 2025

EDUCATION

Bachelor of Arts in Communication

Portland State University 🎓 GPA: 3.5 📅 2026 📍 Portland, OR

Coursework: Customer Engagement Strategies, Persuasive Communication, Team Dynamics, Conflict Resolution

CERTIFICATIONS

- Certified Quality Auditor (CQA) 📅 2025
- Customer Service Excellence Certification 📅 2025

TECHNICAL SKILLS

- **Quality Assurance Tools:** Call Center Analytics, Data Auditing Software, Call Recording Systems
- **Project Management Software:** Asana, Monday.com, Trello
- **Communication Platforms:** Slack, Microsoft Teams, Zoom
- **Customer Relationship Management:** Salesforce, Zendesk, Freshdesk
- **Statistical Analysis Tools:** Excel, SQL, Tableau
- **Training Methodologies:** Onboarding Programs, Behavioral Training, Role-playing Exercises
- **Compliance Standards:** OSHA Safety Guidelines, Company Policies, Federal Regulations
- **Reporting Tools:** Power BI, Google Data Studio, SAP Crystal Reports
- **Feedback Mechanisms:** Surveys, Focus Groups, Performance Reviews
- **Data Collection Methods:** Voice Audits, Email Monitoring, Survey Data Compilation

PROFESSIONAL AFFILIATIONS

- Member, Customer Experience Association
- Volunteer, Local Food Bank

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST