

Linh Wiggins

Customer Service Quality Assurance Analyst

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SUMMARY

Driven and detail-oriented Customer Service Quality Assurance Analyst with over four years of experience focused on enhancing service delivery in call centers. Seen as a reliable resource for analyzing data to pinpoint areas needing improvement and implementing effective coaching strategies. Eager to engage collaboratively with leadership and teams to streamline operations, elevate service quality, and enhance the overall customer experience. Committed to promoting a client-centric environment while ensuring adherence to the highest quality standards through comprehensive methodologies and supportive training initiatives. Enthusiastic about driving meaningful change that results in positive outcomes for both customers and organizations.

EXPERIENCE

Quality Assurance Analyst

Innovative Solutions Inc. 📅 March 2024 - Present 📍 Remote

Responsible for overseeing the quality assurance program within the Call Center. Engaged directly with staff to foster high-quality service delivery for diverse clients and promote best practices across teams.

- Provided technical support to enhance client satisfaction within the Call Center's quality assurance program.
- Examined service incident data alongside customer feedback to identify gaps in performance, driving actionable recommendations.
- Conducted mock calls for new hires post-training, assessing their readiness and aligning them with the required standards.
- Leveraged Call Center analytical tools to monitor trends affecting service quality and disseminated insights among staff.
- Designed targeted coaching sessions addressing identified service quality deficiencies based on audit findings.
- Collaborated effectively with leadership and training teams to refine processes and implement new service delivery standards.

Customer Service Specialist

Customer Care Solutions LLC 📅 January 2022 - February 2024 📍 Salem, OR

Played a key role in delivering an exceptional customer experience by monitoring and improving service quality metrics. Worked closely with team members to facilitate continual professional development and align protocols efficiently.

- Delivered detailed support to customers, resolving inquiries promptly and effectively to create a positive customer journey.
- Monitored service quality metrics and initiated continuous improvement programs targeting efficiency gains.
- Assisted in onboarding and training new employees on service protocols and adherence to quality assurance standards.
- Executed workshops aimed at elevating team performance and enhancing overall service delivery experiences.
- Prepared performance reports used to inform management's training and process improvement decisions.
- Ensured adherence to all safety regulations and procedures during customer interactions, maintaining compliance standards.

Customer Service Representative

Tech Innovations Group 📅 June 2020 - December 2021 📍 Eugene, OR

Served as an initial point of contact for clients, managing various inquiries and complaints. Actively contributed to identifying opportunities for service enhancement and quality maintenance.

- 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

SKILLS

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|---------------------|-----------------------|-------------------------|-----------------------|
| • Quality Assurance | • Process Improvement | • Workshop Facilitation | • Safety Compliance |
| • Data Analysis | • Team Collaboration | • Trends Analysis | • Service Standards |
| • Customer Service | • Analytical Thinking | • Feedback Evaluation | • Incident Management |
| • Coaching | • Report Preparation | • Training Development | |

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST