

STRENGTHS

-  **Client-Centric Approach**
Prioritized customer needs, ensuring every interaction exceeded their expectations and enhanced satisfaction levels.
-  **Analytical Skills**
Utilized analytical expertise to dissect service data, enabling targeted changes that significantly boosted support effectiveness.
-  **Effective Communication**
Fostered clear communication channels, simplifying complex issues and facilitating understanding among team members.
-  **Coaching Proficiency**
Developed engaging coaching methods that transformed team capabilities, resulting in improved overall confidence.
-  **Process Improvement Visionary**
Identified consistent process enhancements, leading initiatives that significantly streamlined case handling and raised service quality.

SKILLS

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

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.

Service Standards

Incident Management

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● 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)

- 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