

David Williams

Quality Assurance Analyst

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PROFESSIONAL SUMMARY

Meticulous quality assurance analyst with 4 years of experience in call monitoring, quality metrics, and process improvement. Certified Six Sigma Yellow Belt with expertise in identifying performance gaps and implementing corrective actions. Strong analytical skills and ability to provide constructive feedback to improve agent performance and customer experience.

WORK EXPERIENCE

Senior Quality Assurance Analyst

QualityFirst BPO, Alabang, Muntinlupa, Philippines | September 2021 - Present

Quality monitoring and improvement for customer service operations

Key Responsibilities:

- Monitor and evaluate 100+ customer service calls per week
- Provide detailed feedback and coaching to agents on quality metrics
- Identify trends and patterns in quality issues
- Develop and update quality scorecards and evaluation forms
- Conduct calibration sessions with QA team and operations managers
- Generate weekly and monthly quality reports for management

Key Achievements:

- Improved overall team quality score from 87% to 94% in 12 months
- Developed new QA framework adopted across 3 departments
- Reduced customer complaints by 22% through targeted coaching
- Completed Six Sigma Yellow Belt certification

Quality Assurance Specialist

CallCenter Excellence Inc., Pasay City, Philippines | July 2019 - August 2021

Call monitoring and quality evaluation

Key Responsibilities:

- Evaluated customer service calls using established quality criteria
- Documented quality findings and shared feedback with agents
- Participated in monthly calibration sessions

- Assisted in creating training materials based on quality trends

Key Achievements:

- Maintained 98% inter-rater reliability score
- Promoted to Senior QA Analyst within 2 years

EDUCATION

Bachelor of Science in Industrial Engineering

Mapua University | June 2012 - April 2016 | 3.4 GPA

Focus on quality management and process optimization

SKILLS

Core Competency: Quality Assurance (Expert), Call Monitoring (Expert)

Methodology: Six Sigma (Intermediate)

Technical: Data Analysis (Advanced)

Soft Skill: Coaching (Advanced)

ADDITIONAL INFORMATION

Status: Open to new opportunities

Preferred Work Setup: Hybrid

Preferred Shift: Day

Expected Salary: PHP 32,000 - 42,000