

Iván Cristancho

Customer Experience Analyst / QA Specialist / Executive Virtual Assistant

Cúcuta, Colombia

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PROFESSIONAL SUMMARY

Bilingual Customer Experience and Quality Assurance Specialist with 2+ years of experience in performance monitoring, customer support, KPI tracking, executive assistance, and workflow optimization. Skilled in CRM management (Salesforce, MaestroQA, NICE), QA evaluation, reporting, and operational coordination. Known for autonomy, high attention to detail, problem solving, excellent communication, and strong organizational discipline. Tech-savvy, proactive, and growth-driven professional with experience supporting executives and managing high-impact tasks in fast-paced environments.

PROFESSIONAL EXPERIENCE

Quality Assurance Analyst

Foundever — Remote (Cúcuta, Colombia)

Apr 2024 – Present

- Conduct QA evaluations of customer interactions to ensure compliance with quality standards, improving customer experience and team performance.
- Develop actionable QA reports and insights for managers, helping optimize workflows and increase FCR, CSAT, and adherence.
- Lead debriefing sessions, product reviews, and calibration meetings for new hires to align performance expectations.
- Maintain and interpret KPI dashboards; identify behavioral trends and areas of improvement across multiple agent groups.
- Collaborate with operations leads to implement process documentation, SOP updates, and quality-driven improvement plans.

Customer Service Representative

Foundever — Remote (Cúcuta, Colombia)

May 2023 – Apr 2024

- Delivered high-volume customer support via phone and email, sustaining quality scores between 95–100%.
- Managed case follow-ups, documentation, and CRM updates in Salesforce, MaestroQA, and NICE.
- Resolved customer issues with empathy, clarity, and efficiency while meeting KPIs such as AHT, FCR, and CSAT.
- Demonstrated reliability, attention to detail, and strong communication under pressure, earning consistent positive performance evaluations.

ADMINISTRATIVE & EXECUTIVE SUPPORT EXPERIENCE

- Calendar management, scheduling, travel coordination, appointment setting, and executive inbox triage.
- Task prioritization, note-taking, meeting preparation, follow-up tracking, and internal documentation.
- Report creation, proofreading, KPI dashboards, data entry, CRM updates, and basic financial tracking.

- Experience supporting leaders with confidentiality, autonomy, precision, and proactive communication.
- Strong ability to learn new systems quickly and operate independently with minimal supervision.

TECHNICAL & SOFT SKILLS

- **CRM & CX Tools:** Salesforce, MaestroQA, NICE, HubSpot (basic), Zendesk (basic), Zoho (basic).
- **Administrative Tools:** Google Workspace, Notion, Calendly, Canva, Slack, Teams, Microsoft Suite 365.
- **Analytics:** QA Scoring, KPI Monitoring, Reporting, Data Interpretation, SQL (in progress).
- **Technical:** HTML & CSS (intermediate), JavaScript (beginner), AI automation tools.
- **Communication:** Customer Experience, Conflict Resolution, Professional Writing, Empathy.
- **Soft Skills:** Autonomy, Problem-Solving, Prioritization, Attention to Detail, Adaptability.

EDUCATION

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| IBM – Data Analytics Professional Certificate (In Progress) | 2025 |
| edX – SQL Fundamentals (In Progress) | 2025 |
| Politécnico Intercontinental – NLP Diploma | 2025 |
| Francisco de Paula Santander University — Electronic Engineering | 2022 |

LANGUAGES

Spanish (Native) | English (C1 Advanced) | Portuguese (Intermediate)

Driven by clarity, precision, and continuous improvement.