

PSYRYLL ANDRE JAVIER



PLAYER ASSURANCE SPECIALIST

EDUCATION

- Mapúa Malayan Colleges Mindanao** 2025
Bachelor of Computer Science
- University of Mindanao** 2023
Bachelor of Computer Science
- Davao City National High School** 2022
Senior High School - STEM

SKILLS

Technical Skills

- QA Evaluation & Scorecard Calibration
- Microsoft Office & Google Workspace
- CRM & Helpdesk Ticketing Tools
- Data Analysis & Report Interpretation
- Workflow Optimization & Process Improvement
- Compliance & Security Awareness

Customer Service & Operations

- Customer Engagement & Problem Resolution
- Conflict Resolution & Negotiation
- Multitasking & Time Management

Leadership & Communication

- Leadership & Team Coordination
- Team Collaboration
- Adaptability & Critical Thinking
- Strong Attention to Detail

LANGUAGE

English 

Filipino 

ABOUT ME

A highly organized professional with 4 years of experience in customer service, operations, and quality assurance. Skilled in QA evaluation, performance analysis, coaching, workflow optimization, and customer engagement. Strong communicator with excellent problem-solving abilities and attention to detail. Adept at supporting team development, driving process improvements, and ensuring compliance with company standards.

WORK EXPERIENCE

QUALITY ANALYST (SOCIAL GAMING ACCOUNT)

YELLOW SOCIAL INTERACTIVE

May 2025 - PRESENT

- Conduct comprehensive QA evaluations for chat and email interactions.
- Provide coaching sessions and feedback to improve agent performance.
- Monitor compliance, accuracy, and adherence to internal processes.
- Assist in process enhancement and documentation for better workflow efficiency.
- Collaborate with team leads and management for calibration sessions.

CUSTOMER SUPPORT REPRESENTATIVE

(SOCIAL GAMING ACCOUNT)

YELLOW SOCIAL INTERACTIVE

2023 - May 2025

- Delivered responsive and efficient support via chat and email.
- Resolved customer concerns, ensuring timely and accurate outcomes.
- Collaborated with internal teams to streamline processes.
- Maintained compliance with security standards and industry regulations.
- Supported training and onboarding processes as a tenured agent.

CUSTOMER SERVICE & SALES REPRESENTATIVE

(AT&T ACCOUNT)

VXI - DVSM

2022 - 2023

- Assisted customers with billing, service requests, and account concerns.
- Achieved sales and quality targets while maintaining service excellence.
- Handled escalations and resolved complex issues.

CUSTOMER SERVICE REPRESENTATIVE (MICHIGAN

CAR INSURANCE ACCOUNT)

FAITRADE OUTSOURCING

2021-2022

- Guided customers through policy details, claims, and inquiries.
- Provided accurate information in compliance with state regulations.
- Supported escalations and complex case handling.



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