

# 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	<div style="width: 80%; height: 10px; background-color: #5577AA;"></div>
Filipino	<div style="width: 80%; height: 10px; background-color: #5577AA;"></div>

## 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)

2021-2022

FAITRADE OUTSOURCING

- 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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