



TERRENCE JANAIRO

Senior Quality Assurance Specialist

About Me

Experienced Senior Quality Analyst with a proven track record of delivering results in service quality inspection and assurance. Possessing a deep understanding of industry best practices, methodologies, and tools, I am dedicated to ensuring the delivery of high-quality telco service that meet and exceed customer expectations.



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Tarlac/Pangasinan, Ph

LANGUAGE

- English
- Tagalog

EXPERTISE

- Management Skills
- Creativity
- Negotiation
- Critical Thinking
- Leadership
- Tracking & analytics tools

EXPERIENCE

Senior Quality Assurance Specialist

PHILIPPINE LONG DISTANCE TELEPHONE COMPANY
JULY 2022 - PRESENT

QUALITY OF SERVICE ANALYST

PHILIPPINE LONG DISTANCE TELEPHONE COMPANY
OCTOBER 2019 - JUNE 2022

FIELD SERVICE ENGINEER

PHILIPPINE LONG DISTANCE TELEPHONE COMPANY
JANUARY 2014 - OCTOBER 2019

EDUCATION

University of the Cordilleras - 2007- 2012

Bachelor of Science in Information Technology -
Major in Network Engineering and Administration

Borcelle University

Master of Business Management
2014-2018

SKILLS SUMMARY

Design Process

78 %

Data Analytics

81 %