

GAY MARIE A. JUMAWID

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Professional Summary

Detail-oriented **Quality Analyst and Customer Experience Specialist** with over 10 years of experience in customer service, technical support, and quality assurance across BPO and IT-enabled industries. Proven track record in process improvement, coaching, and ensuring compliance with quality standards to enhance customer satisfaction and operational efficiency. Currently excelling as a **Quality Analyst at Guild Solutions Inc.**, driving performance excellence through data analysis and actionable insights.

Experience

Guild Solutions Inc. – *Quality Analyst* **March 2022 – Present**

- Monitor and evaluate customer interactions to ensure compliance with quality standards.
- Provide actionable feedback and coaching to agents, driving continuous improvement.
- Analyze trends and prepare quality reports to identify performance gaps and recommend solutions.
- Collaborate with cross-functional teams to improve service delivery and enhance customer experience.

Concentrix Philippines. – *Technical Support Representative* **June 2021 – March 2022**

- Answer phone calls and provide support to callers experiencing mobile phone problems of all kinds.
- Diagnose tech issues and walk customers through the steps needed to fix various problems.
- Keep logs of all calls answered and addressed, including dates and time

TaskUs Philippines – *Customer Service Representative* **October 2020 – June 2021**

- Handled inbound calls to assist customers with account concerns and disputes.
- Provided troubleshooting for app-related issues, escalating cases when necessary.
- Maintained detailed call logs and documentation for tracking and reporting.

Telus International Philippines – *Technical Support with Sales*
April 2019 – October 2020

- Diagnosed and resolved technical issues related to email services.
- Delivered step-by-step solutions to clients, enhancing first-call resolution rates.
- Promoted and closed sales on applicable products and services.
- Consistently exceeded monthly performance metrics.

Teleperformance – *Quality Assurance Specialist*
March 2011 – March 2019

- Conducted audits on service interactions, customer surveys, and incident reports to ensure adherence to KPIs and standards.
- Delivered structured coaching sessions and feedback to agents for performance improvement.
- Performed mock calls with new hires to evaluate readiness post-training.
- Analyzed call center data to identify trends and implemented process improvements that elevated service quality.
- Partnered with QA team members to standardize processes, enhancing overall efficiency.

Education

Mary The Queen College of Quezon City, Inc.

- 2 Years in Information Technology (2011–2012; 2014–2015)

Rita-Glenda National High School – Graduated March 2008

Aurelio Elementary School – Graduated 2004

Awards & Acknowledgements

- **Best QA Awardee** – 3 consecutive quarters, Teleperformance
- **Consistent Monthly Performer** – Telus International Philippines