



CRISTIAN D. RAMOS

QUALITY ANALYST/SPECIALIST

ADDRESS

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CONTACT

0947 - 306 - 9109

EMAIL

CRISTIAN.RAMOS.0224@GMAIL.COM

PROFESSIONAL PROFILE

I am an experienced Sr. Quality Analyst who is looking for a full-time job in order to enhance my skills and gain more experience and knowledge in my field.

WORK EXPERIENCE

KGB PHILIPPINES INC

(OCTOBER 2020 – MAY 2021)

Quality Analyst Specialist, conducting call monitoring, Calibration (External & Internal), creating weekly & monthly reports. Secondment Supervisor Role.

CONCENTRIX DAKSH SERVICES

(MARCH 2018 – OCTOBER 2020)

Promoted as Sr. Quality Analyst & stayed for more than 2 years doing call monitoring, calibration (external & internal), creating weekly & monthly reports & providing feedback via coaching

CONCENTRIX DAKSH SERVICES

(APRIL 2017 - MARCH 2018)

Customer Service representative. Mobile Billing & Technical

TECH MAHINDRA LIMITED

(JANUARY 2013 - APRIL 2017)

Promoted as Sr. Quality Analyst & stayed for 3 years doing call monitoring, calibration (external & internal), creating weekly & monthly reports & providing feedback via coaching.

TECH MAHINDRA LIMITED

(OCTOBER 2012 - DECEMBER 2013)

As customer service representatives, we help our customers with regards to their query (technical, account-specific, billing issues.)

TRAINING ATTENDED

COACH TO LEAD

Learn to apply practical coaching skill that will adapt and develop your leadership style

BASIC & INTERMEDIATE EXCEL

Learn on different ways to use Excel e.g. basic function, formulas etc.)

ROOT CAUSE ANALYSIS

Learn to describe a wide range of approaches, tools, and techniques used to uncover causes of problems

BRILLIANT AT THE BASIC (Q.A.)

Combinations of 3 trainings I attended

EDUCATION

2009 - 2011

TRENT INFORMATION FIRST TECHNICAL CAREER INSTITUTE (COMPUTER SCIENCE)

2004 - 2007

ANGONO NATIONAL HIGH SCHOOL

1997 - 2003

SAN FRANCISCO ELEMENTARY SCHOOL

PROFESSIONAL SKILLS

MICROSOFT OFFICE

(Word, Excel, Access, Power Point)



DATA ANALYSIS

(Reports)



OFFICE 365 APPS

(Power Apps, Power Automate, Sharepoint List, MS Forms)



QUALIFICATIONS

With more than 7 years' experience in quality monitoring. Extremely productive in a high volume, high stress, and environment.

DUTIES AND RESPONSIBILITIES

- ✓ Evaluates calls for Postpaid and Technical.
- ✓ Provides effective and constructive feedback to the agents.
- ✓ Facilitates calibration sessions with Operations & Clients.
- ✓ Responsible for validating error rates for bill adjustment transactions.
- ✓ Responsible for sending reports and analysis weekly and monthly.
- ✓ Collating Raw data from Managers for Project MAX Reports (Project MAX is a completion & calibration report based on the audits of the Manager/Supervisor aside from having Internal Calibration). This is to ensure that all of the Manager/Supervisor is aligned with the process from a Quality standpoint.
- ✓ Responsible for generating & updating NPS reports & send it to Operation & Client.
- ✓ Providing insights after scrubbing NPS Detractor to Operation & Client.
- ✓ Responsible for Escalation Incident provided by the client (Trip correction, Denial of Trips, Cancellation)
- ✓ Responsible for Form creation (Power App, Power Automate, MS Form)
- ✓ Secondment Supervisor Role, overseeing the QA team for 2 accounts within the company. Sending daily, weekly and monthly reports.

PERSONAL INFORMATION

AGE	29
BIRTHDAY	DECEMBER 17, 1991
BIRTH PLACE	PASIG CITY
GENDER	MALE
CIVIL STATUS	MARRIED
RELIGION	CATHOLIC
CITIZENSHIP	FILIPINO
MOTHER'S NAME	PURIFICACION RAMOS
OCCUPATION	HOUSEWIFE
FATHER'S NAME	ROMMEL RAMOS
OCCUPATION	OFW

CHARACTER REFERENCE

RAISSA ALEGRE

QUALITY DIRECTOR (KGB CONDUIT PH)
0998-991-4728

ALVIN PETERS

MANAGER, TRAINING & QUALITY (VM UK CONCENTRIX)
0998-557-2547

ROWELL PROTACIO

QUALITY SUPERVISOR
0917-658-1473