

ELOISA L. AGUILA

Female | Married | Filipino

Phase 4, Block 23, Lot 31, Beverly Homes, Prenza II, Marilao,
Bulacan

#0995-1353081 | eloisalaquila20@gmail.com



Teamwork-oriented, hard-working, and responsible individual with significant experience in increasing comprehension of reports and presentations. Independently motivated team player aiming to boost profitability by successfully completing all projects well within deadlines.

SKILLS:

- Smartsheet Core Applications with Certification, Premium Apps and Control Center
- Microsoft Office
- Google Workspace
- Project Management
- Analytical and problem solving
- Verbal and presentation skills

EDUCATION:

Bachelor in Business Administration major in Marketing

Polytechnic University of the Philippines | Sta.Mesa, Manila
06/1998 – 03/2002

EXPERIENCE:

LIZARDBEAR TASKING INC. | Meycauayan | 11/2019 to August 2022

Smartsheet Quality Analyst

- Attending weekly calibration with Team Leads.
- Auditing cases of new hires and providing direct feedback.
- Auditing cases of tenured agents and cascading the feedback to their team leads.
- Requesting for updates/revisions on existing knowledge base for internal processes.
- Contributing to QA's bi-weekly newsletters.
- Creating weekly and monthly Reports and Dashboards.
- Accomplishing additional tasks as per Client's requests.

ALORICA TELESERVICES | Eton Centris | 10/2016 to 10/2019

Credit Bureau Dispute Analyst

- Respond to indirect disputes submitted by customer through EOscar, a tool used by United States of America's four credit bureaus.
- Initiate initial investigations, update, and correction of information reporting to bureaus for precise reporting.
- Validation of data through verification and coordination from various internal departments such as Collections, Legal and Compliance, Customer Security, Specialty Investigations as well as external sources such as other banks, credit unions, and third-party collectors.
- Review other tools such as EVA Notes, Tsys, DST, Lexis - Nexis, PACER, Neu Analytics, Spokeo, Wells Fargo, CCD for the accuracy of reports submitted thru E Oscar.

INTERIOR QUONZEPTZ INC. | Barangka, Mandaluyong | 02/12 to 12/2014

Project Manager and Senior Business Development Officer

- Saturate for possible clients thru professional listings, referrals and constructions events and connections.
- Generate proposals and presentations to possible clients/customers. Provide revisions and customized interior designs.
- Attend client meetings for project conformance, monitoring and completion.
- Supervise manpower and monitor performance.

TYBANCONSTRUCKT CORP. | San Antonio Vill., Makati | 02/08 to 01/2012

Senior Business Development Officer

- Saturate for possible clients thru professional listings, referrals and constructions events and connections.
- Generate proposals and presentations to possible clients/customers. Provide revisions and customized interior designs.
- Procure for new products to offer.

METROTILES INC. | Tomas Morato, Q.C. | 05/06 to 08/2007

Account Executive

- Saturate for possible clients thru professional listings, referrals and constructions events and connections.
- Generate proposals and presentations to possible clients/customers. Provide revisions and customized interior designs.
- Manned Expo and Events for company exposure.

GALILEO TRADING | Plainview, Mandaluyong | 05/02 to 06/2006

Account Executive

- Saturate for possible clients thru professional listings, referrals and constructions events and connections.
- Generate proposals and presentations to possible clients/customers. Provide revisions and customized interior designs.
- Manned Expo and Events for company exposure.

Applicant Signature