

ANALYN KATIGBAK ALBUFERA

Blk 2 Unit 22

D'Sands Residence, Jalan Kampung Pasir

Wilayah Persekutuan Kuala Lumpur 58200

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With comprehensive experience as Quality Analyst, Subject Matter Expert, Floor Support, Fraud Analyst, Risk Underwriting Analyst, and Senior Customer Service Executive in the Business Process Outsourcing field. Through experience I've developed skills and the ability to grasp new ideas and integrate them into desired results; also able to lead and motivate others in demanding circumstances and remain calm in stressful situations. Enjoy working with public and diverse populations.

CERTIFICATES AND RECOGNITION:**Training Development Program Certified (Leadership)**

Teletech Customer Care Management Phils. Inc.

Telstra Brilliance Awardee

Teletech Customer Care Management Phils. Inc.

Anti Money Laundering Seminar

Security Bank Philippines

ID Verification Seminar

Security Bank Philippines

WORK EXPERIENCE:**ByteDance**

Byte Precision Sdn. Bhd.

Ads Quality Specialist

Kuala Lumpur, Malaysia

January 2022 - present

- Act as the 2nd line quality auditor to check BPO vendor's quality result and ensure overall monetization security;
- Execute both quantitative and qualitative analyses of data and trends to proactively deliver insights, define goals, and drive improvements;
- Work closely & hand in hand with other departments to respond immediately to relevant quality-related needs;

- Participate in quality calibrations with BPO vendor teams to continuously drive their policy understanding and quality result;
- Participate in the development of quality inspection standards and continuously optimize the process and system platform.

TDCX Malaysia SDN BHD

November 2018 - November 2021

Kuala Lumpur, Malaysia

Quality Analyst

- Performs all channel Monitoring to evaluate employee's behavior and customer service performance and compliance with the company policies and business laws and regulations
- Provides structured and valuable feedback and recommendations to address skills and knowledge gaps and behavioral opportunities
- Prepares and analyzes internal and external quality reports for review with Internal Stakeholders and/or clients
- Collaborates with call quality team members and QA Manager to identify and streamline QA processes and implement process standards that enhance service delivery and the customer experience
- Works in partnership with Operations, Training, and Clients in developing and/enhancing evaluation programs that have targeted the objectives of the account and will unearth the root cause of the problems, possible solutions and provide actionable insights for performance improvement
- Uses Call Center Tools and/or Client Systems to gather data and analyze trends or patterns affecting quality performance
- Any other duties and responsibilities that may be assigned by the management from time to time, within the category of employment in the organization and for the effective implementation, maintenance, and continual improvement of the Quality Management System of TDCX.

Additional Responsibilities:

- Trained in all Risk Ops Quality Workflows
- Provides audits in Risk Ops for Fraud Alert Triage, Zendesk, and Bank Verification Reviews
- Facilitate refresher training to agents for Zendesk and Fraud Alert Triage Reviews
- Shares feedback on the deprecated Resolution Path for agents to be in sync on the KYC Zendesk workflow
- Conducts shadowing session to help agents familiarize with the guidelines
- Gives real-time product knowledge support to the team
- Raises objective plans during team huddles for KPI improvement

Risk Underwriting Analyst

- Works with individual US, EU and APAC accounts and transactions to identify and decline accounts that are fraudulent
- Develops and shares best underwriting practices with the wider Risk Ops team.
- Maintaining a comprehensive understanding of the purpose of the Account by keeping

reading internal newsletter and updates.

- Maintaining confidentiality while performing investigations.
- Demonstrating the ability to comprehensively document investigations and put them into the tracker.
- Reports and escalates bug issues to resolve user issues as quickly as possible.
- Works with financial services and software as a service company.
- Demonstrating great judgment and being open to sharing what you know with others.

Account Specialist - E-Payment

- Works with financial services and software as a service company.
- B2B approach
- Provides support to customers in the US, EU, and APAC.
- Provides support experience to E-payment users via phone, chat, and email channels.
- Investigate and research user issues and escalate bugs to dedicated departments so they can be resolved as quickly as possible.
- Passes ideas and best practices on to the rest of the team.
- Establish effective working relationships with team members and E-payment users.

Teletech Customer Care Management Phils. Inc.

August 2009- November 2018

Lipa City, Philippines

Subject Matter Expert/ Assistant Team Leader

- Handles focus agents in a team and helps build their knowledge and attitude towards work.
- Ensuring facts and details are correct.
- Guide other team members to ensure the information is accurate.
- Providing updates for processes and policies and cascade to team members
- Monitored calls and provided feedback and coaching of the team
- Updates the team on the daily performance metrics
- Answered escalation and supervisory calls

Fraud Analyst

- Undertake investigations of sensitive matters related to criminal behavior, serious misconduct and fraud.
- Verify and validate the identifications and documents received.
- Conduct dealer, customer, and staff assessments and investigation
- Increase fraud prevention opportunities through early intervention
- Recommend the resolution
- Prevent and detect fraudulent cases related to financial irregularities and other threats
- Making outbound calls if necessary for the investigation and escalation process
- Maintains strict compliance with all customer verification procedures to reduce the risk of potential fraud and/or information security violations.

Portfolio Management

- Manage debt for corporate accounts
- Provide debt report, billing report, reconciliation report, and invoices copies to the customer.
- Increase collection through emails, outbound calls, and meetings on undisputed invoices.
- Apply credit treatment on the unpaid accounts to trigger possible collections to prevent insolvent accounts and bad debts
- Addressed and resolved customer complaints empathetically and professionally
- Managed outbound calls and emails for possible collections
- Built good relationships with customer and account executives for case managed accounts

Credit Management (Front of House)

- Answering inbound calls and providing excellent information to the customer
- Collecting debts of the customer
- Giving an accurate resolution to all the concerns of the customers
- Provide a payment extension and advise customer of necessary actions for debt repayment that is beneficial for the customers and company
- Arrange for debt repayment or establish a repayment schedule, based on the customer's financial situation
- Making an outbound call for the customer's outstanding balance and assisting with the complaint inquiry
- Maintains all throughout good public relationship and understanding with customer
- Receive payments and post amounts paid to the customer accounts.
- Managing relationships with the clients in order to reduce exposure to potential bad debt.

Customer Service Associate(Teller)

Security Bank formerly Premiere Development Bank

B.Morada St.Lipa city

Batangas 4217, Philippines

July 2007 – September 2008

- Ensures prompt and courteous servicing of client inquiries and transactions, provide information on Bank products and services to clients.
- Processes over-the-counter transactions – deposits, withdrawals, encashments, loan payments, and miscellaneous transactions such as SSS, Philhealth, PETNET, and other payments.
- Validates cash and check deposits for any technical deficiencies before posting.
- Approves cash withdrawals or encashment within authority limits.
- Verifies signatures on inward clearing checks, over-the-counter transactions, and encashment/withdrawals in accordance with CSA's approving limit.
- Sorts, bundles, and transfers all excess cash to Customer Service and Operations Head at regular intervals during the day.
- Performs triangular balancing of transactions – i.e., system record vs. source documents vs.

cash/check items; ensure that all transactions and actual cash are balanced at the end of the day.

- Performs other tasks that may be assigned by superior from time to time.

EDUCATIONAL ATTAINMENT:

***Bachelor of Science in Commerce
Major in Marketing***

Colegio de San Juan de Letran – Calamba
Philippines
April 2003

PERSONAL BACKGROUND:

Born on August 26, 1980 in Lipa City. Can speak in English and Filipino. Knowledgeable in Microsoft Word, Excel, and PowerPoint.

Hardworking, responsible, and willing to do things even under pressure.

Ability to work on my own without supervision

Competent, efficient, flexible

Eager to learn new things and be trained

Character Reference(s):

Alexis Ramos
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EDEN LOW
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