

# Katherine S. Degracia

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## Summary

Dedicated and results-driven professional with 7+ years of comprehensive skill set in quality assurance, operations, and risk assessment. Adept at navigating complex challenges through strategic problem-solving, implementing corrective actions, and fostering collaborative environments. Proven expertise in banking, reporting, and compliance, ensuring operational efficiency while adhering to industry standards. Strong communication and client services skills coupled with a meticulous attention to detail and analytical acumen. Experienced in spearheading high-performing teams and leveraging relationship-building skills.

## Core Competencies

- Training
- Operations
- Due Diligence
- Communication
- Client Services
- Policy & Procedures
- Banking
- Reporting
- Compliance
- Collaboration
- Analytical
- Attention to Detail

## Experience

### Wells Fargo, Taguig City, Philippines

#### Senior Quality Assurance Administrator

August 2021 – November 2023

- Conducted comprehensive quality assurance assessments and audits.
- Identified and executed impactful initiatives for process improvement within the quality assurance.
- Executed quality control inspections to identify deviations and ensure compliance.
- Developing and delivering training programs to enhance team skills and knowledge.

### Virtually Incredible, Remote

#### Lead Quality Assurance

January 2019 – August 2021

- Applied strategic problem-solving skills to identify and resolve quality-related challenges.
- Implemented corrective actions to address identified issues and prevent reoccurrence.
- Spearheaded and directed a high-performing quality assurance team, providing impactful leadership to foster collaboration.
- Addressing customer feedback and implementing improvements as needed.

### JP Morgan Chase & Co., Cebu, Philippines

#### Specialist I

November 2017 – January 2019

- Evaluate and analyze systems of record, technical assignments, and documentation.
- Implemented measures to optimize operational efficiency and accuracy.
- Conduct thorough evaluations to identify potential risks and areas for improvement.
- Collaborated with legal and compliance teams to address regulatory requirements.

### HSBC, Quezon City, Philippines

#### Customer Service Representative

April 2016 – August 2017

- Leveraged relationship-building skills to enhance customer loyalty.
- Provided exceptional customer service, ensuring a positive customer experience.
- Achieved successful outcomes in cross-functional projects, meeting or exceeding project objectives.
- Navigated through dynamic and changing environments with flexibility.

## Education

- **Master in Business Administration**

AMA University, Quezon City, National Capital Region

Graduated: March 2022

- **Bachelor of Science in Business Administration major in Human Resource Development Management**

National College of Business and Arts, Quezon City, National Capital Region

Graduated: April 2016

## Technical Expertise

- **Project Management:** Trello, Basecamp, Slack, ECMP
- **Microsoft Office:** Excel, Word, PowerPoint
- **Google:** Drive Docs, Sheets, Forms, Slides.
- **Productivity:** Evernote, Dropbox, Grammarly
- **Customer Relationship Management (CRM) Systems:** Propertyware, AppFolio, Buildium, Hubspot
- **Collaboration and Communication Tools:** Slack, Microsoft Teams, Google Workspace, Zoom, Skype
- **Certifications:** Xero Advisor Certified, Civil Service Professional, HubSpot Certified