

# Glenda A. Madoro

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## Professional Summary

Dedicated construction supervisor with 4 years of experience in private environments. Expert knowledge of safety protocols and supervisory techniques. Experience taking initiative to develop new programs and improve existing workflow. •Top-performing customer service representatives with extensive experience assisting customers through phone, email and chat support. Committed to balancing company goals while helping all customers find satisfactory solutions. • A detail-oriented quality analyst with almost 5 years of experience in analyzing and improving quality control processes. Skilled in conducting audits, implementing quality management systems, and facilitating training programs.

## Work Experience

### Senior Officer

IBM Daksh, Philippines, 04/2011-04/2011

- Handles supervisory calls and escalation across line of businesses, phone, chat and email channels. A BPO industry job.

### Quality Assurance Analyst

Concentrix International, Philippines, 04/2016-04/2016

- Focuses on quality and improvement of the service. • Track and data analysis. • Facilitate training. • Do client reports.

### Construction Supervisor

Private Client, Philippines, 03/2020-03/2024 – Present

- In Charge of construction workflow, purchasing material and equipment. • Handle 10 to 15 workers. • Meeting with clients.

### Phone Banker 2

Wells Fargo, Philippines, 05/2017-05/2017

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## Languages & Other Interests

English and willing to learn French

## Contact



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## Education

### Bachelor of Science in Architecture in Planning and Design

Central Colleges of the Philippines, Quezon City, Philippines, 07/2003 – 12/2020