

Kristine M. Canlas

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A: Mabalacat City, Pampanga 2010

PROFESSIONAL SUMMARY

Friendly customer service specialist dedicated to meeting and exceeding expectations at every interaction. Timely and professional with great communication skills and ability to build and cultivate relationships to drive business retention.

SKILLS:

- Quality-Focused
- Correction action planning
- Adept at performing analysis
- Operations Monitoring
- Equipment calibration
- FCR, AHT and Adjustment analysis (RCA)

EDUCATION:

- AMA COMPUTER LEARNING CENTER (ACLC)
 - o Office Information System (Computer Secretarial) (Undergraduate) - January 2016
- SCHOOL OF THE INFANT JESUS - June 2006 - March 2010

Work History:

- **SR. QUALITY ANALYST (POMEROY) - CONCENTRIX - October 2022 – June 2024**
 - Identify and remedy defects within the production process.
 - Optimized Quality Assurance will increase agents' efficiency through behavior modification, enhance the quality of service to customers and improve close rates.
 - Recommend, Implement, and Monitor preventative and corrective actions to ensure that quality assurance standards are achieved.
 - Uses Quality Monitoring data management system to compile and track performance at team and individual level.
 - Participates in customer and client listening programs to identify customer needs and expectations.
 - Perform other duties as assigned.
- **Executive Services Specialist I (ICE Vacations Asia Pacific Pty Ltd) - CS**
Modern Workforce Inc.- January 2022 - November 2022
 - To maintain accurate and updated inventory and pricing within the OVS cruise engines supported by ROW - AUS and UK
 - Maintenance of cruise product databases - accurately.
 - Transferring data from a variety of sources.

- Create/Maintain promotional fare codes within maintenance OVS.
- Create and Monitor cruise line special offers within agent OVS.
- Cruise for a wide variety of cobrands/sites.
- Assist in the creation of cruise line promotional offers for marketing purposes within the DMS (Deals Management System).
- Assist the product, sales, and marketing team to ensure organizational goals are met.
- Principal build, maintain, monitor cruise inventory/product in maintenance ovs for locally supported cruise lines.
- Build, maintain, update, monitor, and load price files into the OVS database for +30 Non-GDS cruise lines on a rotational basis.
- Ensure highest level of accuracy on OVS platforms through audit and monitoring timely execution in the creation of the special offer flags to support promotional marketing campaigns.
- Monitor retail cruise offers available in the marketplace.
- Develop promotional offers for marketing efforts in DMS.
- Proof completed marketing pieces to ensure offer presentation and terms and conditions are correct.
- Monitor quality control issues relating to the inventory provided to our members and the overall appeal of the product offerings.

• **VIRTUAL ASSISTANT - CLINIC ASSISTANT / APPOINTMENT SETTER**

(URGENT CARE OF ARLINGTON LLC) - CLARK OUTSOURCING - September 2021 - May 2022

- Answers the phone and directs the caller to the appropriate location.
- Checking for missing labs online and attaching to patients charts.
- Help with virtual messages such as refills, retransmit labs, and responding to handling authorizations.
- Help to attach documents from email/uploads.
- Email patients' lab slips as needed.
- Appointment setting, screening calls, managing calendars, and helping to answer inquiries.

• **QUALITY ANALYST (T-MOBILE) - RMS (IQOR) - July 2021 - October 2021**

- Identify and remedy defects within the production process.
- Optimized quality assurance will increase agents' efficiency through behavior modification, enhance the quality of service to customers and improve close rates.
- Recommend, implement, and monitor preventative and corrective actions to ensure that quality assurance standards are achieved.
- Uses a quality monitoring data management system to compile and track performance at team and individual level.
- Participates in customer and client listening programs to identify customer needs and expectations.
- Perform other duties as assigned.

• **SR. QUALITY ANALYST (CAPITAL ONE) – CONCENTRIX - April 2019 - June 2021**

- Identify and remedy defects within the production process.
- Optimized quality assurance will increase agents' efficiency through behavior modification, enhance the quality of service to customers and improve close rates.
- Recommend, implement, and monitor preventative and corrective actions to ensure that quality assurance standards are achieved.
- Uses a quality monitoring data management system to compile and track performance at team and individual level.
- Participates in customer and client listening programs to identify customer needs and expectations.
- Perform other duties as assigned.

- CHAT SUPPORT REPRESENTATIVE (BELL CANADA) – RMS(IQOR) - December 2016 - September 2017

- Enter details such as payments, account information and call logs into the computer.

- system.

- Responded to customer requests via live chat.

- Provided excellent customer service while follow through on responsibilities to

- customers.

- Assisted customers by listening and finding solutions to problems by making recommendations based on knowledge.

CERTIFICATIONS:

- Evolve Quality Evaluator Certification - Making the Transition - Concentrix (Learning & Development)