



Diana T. Nonisa

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Skills

- MS Office / Google Suite
- Google Calendar
- Slack
- Clerical Work
- Leadership
- Consolidate data
- Analysis report
- Coaching
- Evaluate agents' performance
- Photo / Presentation Editing
- Communication
- ClickUp
- Organization skill

References

Jocelle Iris Formento

Delegate CX / Accountant

Phone: +639553721254

May Ann Doinog

Concentrix Daksh / Team Leader

Phone: +639453562805



Education

Bachelor of Business Management - Marketing

Rizal Technological University - Boni

2018 - 2022

Dean's Lister S.Y. 2018 - 2022.

Class Coordinator S.Y. 2020 - 2022.

Event coordinator for Marketing webinar once.

Accountancy, Business and Management

Polytechnic University of the Philippines - Main

2016 - 2018

With Honors



Work Experience

Quality Analyst

Concentrix Daksh

2022 - 2025

Consolidate data

Create an analysis report specialized on preventing fraud

Perform internal and daily audits of redeliveries and general quality issues within the time limits

Testing software for errors, and documenting defects and solution

Coach agents for the betterment of their performance

Illustrate company's guideline and policies to the agents

Customer Advisor, I for 1 year

Service Crew / Crew Trainor

Gallardo Food Choices, Inc.

2019 - 2021

Trained new hire staffs

Organized files and events

Managed email, scheduling, and inventory

Negotiating with clients and partners

"Most Recommendable Crew 2019"

"Beedaman for January 2021"



Work Exposure

Intern / Team Manager

IIT Hub

Oversee team members

Distributed equally work projects

Reported team's progress every week

Led meetings for the betterment of every team member

Trained members, upcoming team manager and team leaders

Posted contents and scrape reviews

"Intern of the Week"

"Team Manager of the Week"



Trainings

Diversity, Equity, and Inclusion

Concentrix Daksh, 2023

EDGE 2022: Pioneers of Tomorrow

JA Philippines (Marketing), Apr 2022

2019 - 2021

JA Leaders' Summit

JA Asia Pacific Company of the Year (Marketing), Nov 2021

GlobalLead Youth Leadership

Strategy Seminar Level 1, May 2018