

Bea Grace Fadrillan

PERSONAL DETAILS

Birth date: April 17, 1999
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Address: City Employees Village, Sta.
Monica, Puerto Princesa City,
Palawan

EDUCATION

Bachelor of Aquatic Biology 2015-2019
Graduate
Western Philippines University

MA Public Administration 2024 - Present
Ongoing
Western Philippines University

CORE COMPETENCIES

- **Strong Communication:** Clear verbal and written skills that promote collaboration and understanding.
- **Attention to Detail:** Ensures accuracy and high quality in all tasks.
- **People Management:** Proven ability to lead and motivate diverse teams effectively.
- **Coaching Skills:** Guides individuals toward their potential with personalized support.
- **Emotional Intelligence:** Fosters strong relationships through empathy and understanding.
- **Analytical Skills:** Identifies issues and implements strategic solutions.
- **Microsoft Office Proficiency:** Advanced skills in Excel, Word, and PowerPoint.

EXPERIENCE

- Quality Supervisor** 2023-Present
Foundever
- Led a team of Quality Analysts, enhancing performance through coaching and mentorship.
 - Facilitated calibration sessions to align on quality standards across operations.
 - Managed staffing for the QA team, optimizing resources.
 - Prepared quality reports and meeting minutes, offering insights to leadership.
 - Conducted weekly Quality Updates with operations to promote collaboration and improvement.
 - Oversaw certification for new Quality Analysts, boosting team competency and efficiency.
 - Used Microsoft Office, Canva, Internal Quality Management Tool.
 - Graveyard shift - 7am to 4pm PST
 - Hybrid setup
- Quality Analyst** 2021-2022
Foundever
- Monitored and evaluated calls to ensure compliance and quality standards, leading calibration sessions and facilitating Quality Talks.
 - Conducted new hire certifications and provided weekly coaching to Tier 1 agents, enhancing team performance.
 - Prepared and communicated insightful reports to operations, driving continuous improvement initiatives.
 - Used Microsoft Office, Canva, Internal Quality Management Tool.
 - Graveyard shift - 7am to 4pm PST
 - On Site
- Customer Service Representative** 2020-2021
Foundever
- Delivered exceptional customer support for a global retail account, managing pre-order and post-order inquiries with a focus on efficiency and customer satisfaction.
 - Educated customers on product features, promotions, and policies, enhancing their overall shopping experience and increasing repeat business.
 - Graveyard shift - 8am-5pm PST
- Admin Aide** 2019-2020
City Government of Puerto Princesa City
- Provided administrative support, ensuring smooth daily operations.
 - Managed records, documents, and reports with accuracy and efficiency.
 - Assisted in coordinating meetings, schedules, and communications.
 - Supported government programs and initiatives through clerical tasks.
 - Maintained confidentiality and compliance with office policies.

EXPERIENCE (CONT.)

Front Desk Officer / Office Assistant

Acebedo Optical Clinic

2019-2020

- Greeted and assisted patients, ensuring a welcoming experience.
- Managed appointment scheduling and patient records with accuracy.
- Encoded patient information into the system, maintaining data integrity.
- Handled inquiries regarding optical services, products, and promotions.
- Processed payments and managed inventory of optical supplies.

Executive Assistant

Chemical Engineer/Lawyer

2018-2019

- Provided administrative support to the engineer, ensuring efficient daily operations.
- Acted as a liaison between clients, suppliers, and stakeholders to facilitate smooth transactions.
- Managed client payments and handled cash flow with accuracy and confidentiality.
- Attended business meetings and prepared Minutes of Meetings (MOMs) for documentation.
- Organized and maintained files, contracts, and important documents for easy access.
- Assisted in scheduling, correspondence, and coordination of project-related tasks.
- Hybrid setup.

REFERENCES

Angelo Ruiz

Foundever / Quality Manager

Email: angelo.ruiz@foundever.com

Precious Angellaine Migallos

Athena / Executive Virtual Assistant

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