



# FILIPINA BORRICO

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Administrative Assistant
- Customer Service Agent
- Data Entry
- Strong Attention to detail
- Time Management
- Confidentiality
- Problem-Solving Skills

## TOOLS

- Microsoft Word
- Microsoft Excel
- Power Apps
- CRM
- Salesforce

## PERSONAL PROFILE

Dedicated Data Entry and Quality Analyst with 14 years of experience ensuring data accuracy and integrity. Proven ability to identify and correct errors, implement quality control measures. Skilled in Microsoft Excel, Word, Powerpoint and data validation tools. Seeking a challenging role to leverage expertise and contribute to business expansion.

## WORK EXPERIENCE

### QUALITY ANALYST

**TaskUs Philippines | Mar 2022 – Sept. 2024**

- Campaign: Food delivery
- Quality Call monitoring
- Compliance and Quality Standards
- Call Calibration

### QUALITY COORDINATOR

**Sykes Asia Inc. | Sep 2015 - Mar 2022**

- Campaign: Collections – Auto Loan (US clients)
- Monitor calls for agents(400 calls or more a month, 40 agents)
- Monitor calls for Team Leaders
- Coach agents daily depends on their defects
- Send reports, QA huddle, and admin tasks
- Conduct QA orientation and mock call for newly hired agents

### DATA ENTRY

**Zion Data Conversion | Dec 2012 - Jul 2013**

- Encode medical details from US clients. File documents into the database (Microsoft Excel).

## EDUCATION HISTORY

**Eastern Institute of Computer Technology**

- Information Technology  
Jul 2005 - Mar 2007