Louisa Urbano

Quality Assurance Analyst

3522 Phase 6D, Towerville 6, Brgy. Gaya-gaya, CSJDM, Bulacan, 3023
09355153713
louisaurbano@gmail.com

Results-driven Quality Analyst with strong experience in call evaluation, coaching, and cross-functional collaboration. Proven track record of promotions from CSR to SME to QA, demonstrating leadership and performance excellence. Skilled in driving quality improvements, conducting calibrations with global teams, and enhancing customer experience through data-driven feedback and coaching.

EXPERIENCE

Cognizant / SME - Quality Analyst
FEBRUARY 2025 - PRESENT, TAGUIG CITY, PHILIPPINES

- Evaluate 300 calls monthly, including inbound, outbound, and AI-generated call transcriptions.
- Conduct one-on-one coaching sessions with at least 5 agents weekly, focusing on common error trends and behavioral issues, and provide clear recommendations for improvement and to reduce defect opportunities.
- Conduct monthly QA huddles to present team performance and share process updates to keep aligned with metrics and with SOP.
- Partner with the training and operations teams to conduct call calibrations, ensuring cross-functional alignment.
- Support high call volumes by handling an average of 20 calls weekly to help maintain service levels.
- Assist nesting agents with process-related questions and serve as an on-call SME when needed.

R1 RCM / Excellence Management **-** Quality Analyst
JANUARY 2023 - FEBRUARY 2025, TAGUIG CITY, PHILIPPINES

- Handled phone calls for 37.5 hours per week, averaging 25 calls per day, primarily addressing physician and hospital billing concerns.
- Promoted to Quality Analyst after 1 year and 5 months of strong performance.
- Evaluate an average of 100 calls per week (approximately 400–500 calls monthly), all inbound.
- Analyze call performance and provide constructive feedback to advocates, ensuring alignment with compliance standards, quality benchmarks, and customer experience goals.
- Conduct weekly calibration sessions with onshore partners and teams in India to drive continuous improvement in service delivery and quality assurance.
- Contribute innovative ideas through the “BAGC – Be A Game Changer” initiative, with proposals reviewed by leadership for potential implementation.
- Collaborate on quality enhancement strategies to improve customer experience and strengthen overall operational excellence.

ALORICA / Customer Service Representative

MAY 2021 - DECEMBER 2024, QUEZON CITY, PHILIPPINES

- Handled phone calls for 37.5 hours per week, averaging 30 calls per day, primarily addressing billing concerns related to phone line services.
- Performed basic troubleshooting and supported sales initiatives.
- Promoted to Subject Matter Expert (SME) after 1 year and 2 months of strong performance.
- Conducted pre-shift huddles to reinforce team service standards and share updates on new promotions and processes.
- Provided coaching to low-performing agents to support performance improvement.
- Managed escalated calls from the team, ensuring effective resolution.

SKILLS and LANGUAGE

- Basic Accounting
- Stenography
- Customer Service Skills
- Multi-tasking and Time Management
- Root Cause Analysis
- Spanish (Beginner)
- English (Intermediate)
- Excel sheet,(Beginner)
- Powerpoint (Beginner)
- Genesys Purecloud
- Intelex
- Twilio
- Salesforce
- Epic
- Cisco
- Avaya
- Calabrio

EDUCATION

Polytechnic University of the Philippines / Diploma in Office Management Technology - Legal Office Management

JUNE 2019 - OCTOBER 2022, MANILA, PHILIPPINES

A skill-based program that trains about administrative procedures, office technology, and legal terminology to prepare students for legal secretary or administrative roles in legal firms, government agencies, and corporate environments.

APEC Schools / Accountancy, Business and Management

JULY 2017 - JUNE 2019, QUEZON CITY, PHILIPPINES

This program equips students with foundational skills in finance, marketing, entrepreneurship, and corporate operations.

CERTIFICATION

Ayala Education - Customer Service Representative by ACE (OJT)	02/2019
Ayala Education - Technical Support Specialist by ACE (OJT)	03/2019
Ayala Education - Sales Representative by ACE (OJT)	03/2019
HIPAA Certified	02/2023