



Julius Jay E. Edillor



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Character Reference

John Carl Florendo
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Jenny Ubando
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Julia Muñoz
Team Leader, TaskUs
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Experience

Quality Analyst

NOVEMBER 2022 – APRIL 2026

Teleperformance Clark, Philippines

- Conducted performance reviews through evaluations and provided actionable feedback to improve customer interactions.
- Delivered clear, constructive communication to enhance team performance and service quality.

Support Advisor

JUNE 2021 – NOVEMBER 2022

Majorel Philippines Corp, Clark, Philippines

- Delivered timely and accurate support to customers via live chat and email
- Handled customer inquiries, account issues, and escalations with care and professionalism.

AUGUST 2019 – JUNE 2021

TaskUs, Clark, Philippines

- Assisted e-commerce merchants with store setup and ongoing support through written and verbal communication.
- Handled customer inquiries, account issues, and escalations with empathy and professionalism.



Education

GORDON COLLEGE (2011 – 2015)

Olongapo City, Zambales, Ph.

Bachelor of Science in Hotel and
Restaurant Management