

DAISY JANE M. PINEDA

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Education

MIDWAY COLLEGES

Course: Ship Restaurant and Cabin Management

Cabanatuan City, Nueva Ecija

Graduation Date: March 2012

MARIA AURORA NATIONAL HIGH SCHOOL

Maria Aurora, Aurora

Graduation Date: March 2010

Experience

SUTHERLAND GLOBAL SERVICES, INC

Angeles City, Pampanga

Nov. 2024 – Jan. 2026

Lead Quality Analyst

- Monitor and evaluate customer interactions to ensure adherence to quality standards, policies, and client requirements.
- Conduct regular audits, call listening, and calibration sessions to maintain scoring consistency.
- Prepare detailed quality reports and present insights into operations and leadership.
- Identify root causes of quality issues and recommend corrective and preventive actions.
- Collaborate with team leaders to drive continuous process improvements.
- Support compliance with internal controls, regulatory guidelines, and client expectations.

SUTHERLAND GLOBAL SERVICES, INC

Angeles City, Pampanga

Apr. 2016 – Oct. 2024

Business to Business Collections Associate

- Interacting with Accounts Payable Representatives and Accounting Managers through phone and email to understand the customers' reason for late or non-payment and resolving their billing disputes.
- Responsible for keeping track of and handling multiple accounts and businesses to make sure that they are up to date with their invoice payments and/or resolve their billing or PO concern.
- Responsible for receiving the client's payment remittances and making sure that payments are made accordingly.
- Responsible for sending ageing reports to clients and internal sales representatives to keep track of what was paid and was not.
- I am professionally working with the customers and colleagues to provide a better service and resolution.

IQOR

Angeles City, Pampanga

Dec. 2012 – Jan. 2016

Collections Specialist

- Responsible for reaching out to customers to collect overdue payments for their credit cards.
- Provides excellent customer service assistance while collecting payment.

Leadership and Activities

SUTHERLAND GLOBAL SERVICES, INC

Angeles City, Pampanga
Apr. 2022 – Oct. 2022

Temporary Assistant Virtual Trainer

- **Conduct New Hire Training:** Lead training sessions for new collectors, covering essential topics such as collections skills, communication techniques, call handling procedures, and product knowledge.
- **One-on-One Coaching:** Offer personalized coaching and support to agents who may require extra attention or performance improvement.
- **Assess Agent Performance:** Observe and evaluate the performance of agents during training sessions and their initial calls to ensure they understand and apply the training material effectively.
- **Provide Feedback:** Offer constructive feedback to help agents improve their performance, focusing on areas such as customer interactions, call handling techniques, and time management.
- **Support Agent Morale:** Help maintain a positive and motivating training environment by offering encouragement, addressing concerns, and providing additional resources when needed.

Skills

- Computer Skill
- MS- Office Skill
- Relationship Management
- Process Improvements
- Good interpersonal skills.

References

Rowena Tapanan
Assoc Manager - Customer Experience
SUTHERLAND GLOBAL SERVICES
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Team Manager
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