

ANDREA NICOLE DIGSAY

QA/QC - DATA ANALYST

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Address:

Mahabang parang Sta Maria Bulacan

Professional with experience in customer service, team leadership, and quality assurance. Skilled in process compliance, quality control, and community leadership through both corporate roles and public service.

EDUCATION

Bachelor of Science Major in Mathematics with Specialization in Computer Science Bulacan State University | 2015 - 2020

- Relevant Coursework: Software design principles using languages like Java, C++, or Python. Focuses on inheritance, polymorphism, and encapsulation

WORK EXPERIENCE

QA/QC FIELD LAB ANALYST - Atlas Feeds | Feb 2026 - Present

- Collecting and checking of finished goods
- Testing sample to get chemical analysis, Using NIR
- Physical parameters checking
- Issuance of certificate of analysis of the finished goods

QA/QC PROCESS CONTROLLER - Supreme steel pipe | Feb 2023 - 2025

- Perform testing on raw materials and finished products
- Perform testing in incoming chemicals and solutions for production processes
- Train staff on QA procedures and quality best practices

CSR / TEAM LEADER - Concentrix PH | Jan 2020 - 2020

- Handle customer inquiries via phone call and Email, Chat
- Resolve customer complaints efficiently and in a professional manner
- Maintain a high level of customer satisfaction and service quality

CSR / Greenwich | Jan 2019 - 2019

- Ensure customer satisfaction and uphold Greenwich's brand service standards
- Assist guests with menu choices and promotions
- Handle customer concerns or complaints in a polite and professional manner

SK CHAIRMAN/ Mahabang Parang Sta Maria Bulacan | 2018 - 2023

- Call and preside over all official meetings of the youth council. Implement local legislative measures and resolutions passed by the body.
- Oversee the proper, transparent utilization of the mandatory 10% Barangay youth budget allocation. Develop comprehensive and annual investment plans.
- Design, execute, and monitor community projects targeting student education, sports tournaments, mental health, leadership training, and livelihood.

SEMINAR'S ATTENDED

- ISO 90001: 2015
- Calibration of IMTE Inspection
- Measurement and test Equipment
- Risk Management System

SKILL'S

- Managements Skills
- Audit preparation and support
- Standard operating procedures (SOP) Compliance
- Quality Inspection and testing
- Inventory Monitoring
- Root cause Analysis
- Report Preparation

PROFFESIONAL CERTIFICATION

- Career Service Professional Eligibility I **CSE (Professional Level - March 2026)**

LANGUAGE

- English
- Filipino

CHARACTER REFENCES

Jovill Lojera I Purchasing Staff
- Regan Industrial Sales Inc / 09152857926