

CYRIL Q. BERNARDO

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SUMMARY

Reliable professional with extensive experience in customer service, quality assurance, and administrative support. Skilled in supporting executives and global teams by coordinating calendars, preparing reports, and ensuring smooth workflow across departments.

PROFESSIONAL SKILLS

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| • Customer Communications | • MS Office & Google Workspace proficiency | • Data Annotation |
| • Quality Assurance | | • Reporting & Analysis |
| • Order & Inventory Management | | • Content Moderation |
| | | • Calendar Management |

PROFESSIONAL EXPERIENCE

Accenture Inc, Trust & Safety Quality Analyst	Oct 2019 - June 11, 2026 Remote (Philippines)
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- Supported projects for a leading social media company focused on Community Safety, Monetization Programs, and AI Training, ensuring adherence to guidelines and compliance standards.
- Audited workflow adherence and reported findings with actionable recommendations.
- Monitored policy implementation, addressed discrepancies, and conducted trend and reporting analysis.
- Attended business reviews and client calibrations with global teams to align services with client needs and ensure operational efficiency.

Alorica Inc, Retention Department Customer Service Representative	Aug 2018 - Sept 2019 Quezon City (Philippines)
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- Handled inbound calls for a satellite radio provider in the US and Canada, offering retention solutions to prevent cancellations, promoting plan upgrades and selling equipments.
- Upselling, billing support, and complaint resolution, driving customer satisfaction and loyalty.

Raycon-Samsung Authorized Service Center Customer Service / Operations Support	May 2013 - Sept 2018 Quezon City (Philippines)
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- Handled customer booking and inquiries via phone and email, resolving service concerns and maintaining strong client communication.
- Coordinated field technicians' schedules, managed calendars, and ensured timely service delivery.
- Prepared repair quotations, processed service orders, and maintained records for pending repairs with real-time status updates.
- Supported business accounts through order management, warranty checks, and preventive maintenance scheduling, ensuring smooth operations.

EDUCATION

Bachelor of Science in Business Administration
Major in Management Accounting
ICCT Colleges Foundation
June 2008 - December 2011