

# IVY SALVADORA BARAYOGA

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## SUMMARY

Results-driven professional who continuously seeks to excel by fearlessly tackling spreadsheets and deadlines while tightrope- walking the fine line between creativity and productivity. Continuous to strive for pushing boundaries and achieving remarkable results in Customer Experience.

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## WORK EXPERIENCE

### Manager, Customer Experience - Sutherland Global Services Jul 2025 - Present

- Developed and implemented customer service policies and procedures to ensure consistent, high-quality customer experiences.
- Organized and managed customer feedback data using CRM software to identify trends, insights, and areas of improvement.

### Associate Manager, Customer Experience - Sutherland Global Services Oct 2023 - Jun 2025

- Collaborated with cross-functional teams to develop strategies for continuous improvement initiatives.
- Created and maintained detailed documentation of all processes related to quality control.

### Quality Analyst - Sutherland Global Services Dec 2020 - Sep 2023

- Identified areas of improvement in existing QA processes through continuous analysis of current practices.
- Troubleshoot to identify issues, determine cause of problem and facilitate solution to restore processes.

### Virtual Team Manager - Sutherland Global Services Sep 2019 - Nov 2020

- Provided necessary support and guidance to team members in order to meet organizational goals.
- Monitored team performance, identified areas of improvement, and developed plans to address deficiencies.

### Customer Service Representative - Sutherland Global Services Jun 2016 - Aug 2019

- Responded quickly and professionally to incoming calls, emails and live chat messages from customers.
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## EDUCATION

### Bachelor of Science in Food Technology Jun 2012 - Oct 2017

Central Bicol State University of Agriculture

- College of Engineering and Food Science
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## REFERENCES

### Paci Flores

Director - Customer Experience

Phone Number: +63-998-572-7190

### Mars Gomeri

Sr. Manager - Service Delivery

Phone Number: +63-929-850-2030