

MARIE ANTONETTE

LUCENIO

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PROFESSIONAL SUMMARY

Highly accomplished and detail-oriented professional with **8 years of experience in Customer Service** and **6 years of experience as a Quality Assurance Associate**. Proven track record of optimizing support workflows, ensuring strict adherence to quality benchmarks, and elevating customer satisfaction. Adept at managing e-commerce operations, including order fulfillment and tracking via Amazon.com, Zappos.com and 6pm.com. Strong analytical thinker dedicated to continuous process improvement and delivering exceptional service standards.

CORE COMPETENCIES

- **Quality Assurance & Compliance:** Calibration, Call/Ticket Monitoring, Feedback & Coaching, Process Mapping, Evaluation Frameworks.
- **Customer Support Excellence:** Customer service, Omnichannel Support (Email, Chat, Phone).
- **E-Commerce Operations:** Amazon.com/Zappos.com/6pm.com Platform Management, Order Fulfillment and Tracking Coordination
- **Technical Skills:** CRM Tools (Salesforce), AI Evaluation Platforms (Toloka/Mindrif), MS Office, Google Workspace.

PROFESSIONAL EXPERIENCE

Quality Assurance Associate / Specialist | Alorica

November 2020 – Present

- Monitor, evaluate, and score customer interactions across chat, email, and voice channels to ensure compliance with company policies and service standards.
- Conduct regular calibration sessions with team leaders and managers to align quality expectations and benchmarks.
- Provide constructive, data-driven feedback and coaching to support agents, directly contributing to a 95% increase in overall team performance scores.
- Analyze quality trends to identify root causes of customer dissatisfaction and collaborate with training teams to implement corrective action plans.

Customer Service Representative | Alorica / E-Commerce Account

March, 2013 – November, 2020

- Delivered high-quality customer support for a fast-paced online retail environment.
- Resolved complex customer escalations regarding billing, refunds, and delayed shipments with empathy and efficiency.
- Collaborated with logistics partners to streamline shipping workflows and minimize delivery errors.
- Handled a high volume of inbound inquiries via phone, email, and chat, troubleshooting issues and providing accurate product information.
- Met and exceeded key performance indicators (KPIs), including Average Handle Time (AHT) and First Contact Resolution (FCR).

ADDITIONAL EXPERIENCE

AI Trainer / Response Evaluator | Mindrift / Toloka

April 2026 – Present

- Perform rigorous qualification and evaluation tasks to assess and improve the accuracy and quality of data models.
- Analyze complex textual data to ensure alignment with specific logical, grammatical, and formatting guidelines.

EDUCATION

Bachelor of Science in Information Technology

Asian College of Science and Technology,
Quezon City

Graduation Year: 2007