



RAMON PEÑA JR

Quality Analyst

Detail-oriented Quality Analyst with 6 years of experience in evaluating cases to ensure quality compliance by conducting meticulous audits. Looking for a challenging career with a progressive organization to employ advanced technical and soft skills for the achievement of personal and professional goal.

Contact

📞 | 0975-906-1847

✉️ | mon.pena524@gmail.com

📍 | Sitio Maligaya, San Nicolas
San Fernando, Pampanga

Education

● Bachelor of Science in Information Technology

Pampanga State University

2010 - 2015

Bacolor, Pampanga

Skills

Google Workspace Proficient

Good Communication

Teammate

Critical Thinker

Excelent Customer Service

Active Listener

Strong Attention to Details

Experience

● Quality Analyst

TaskUs | Clark, Pampanga

Dec 2019 - Feb 2026

- Reviews and evaluates cases to ensure agents meets company standards and performance metrics.
- Create reports about the quality, trends and agent performance.
- Facilitate QA talks to review team performance and provides feedback for improvement.
- Collaborate with the team to ensure everyone were align with the process by doing calibration every week.

● Teammate

TaskUs | Clark, Pampanga

Jan 2018 - Dec 2019

- Provides assistance to restaurants regarding item availabilities.
- Contact customers for any issues about their orders.

● Customer Service Representative

Concentrix | Clark, Pampanga

Jan 2017 - Dec 2017

- Handles high volume incoming phone calls while adhering to the quality of standards.
- Helps customer about billing concerns.
- Solving customer issues, complaints, inquiries effectively.

● Customer Service Representative

TTEC | Clark, Pampanga

May 2016 - Jun 2016

- Handles high volume incoming phone calls while adhering to the quality of standards.
- Helps customer about different concerns regarding their subscriptions effectively.

● General Transcriptionist

Eastwest BPO INC | Clark, Pampanga

Sep 2013 - May 2014

- Listen carefully to audio files and converts it into accurate written text.
- Proofread transcripts to ensure accuracy, proper grammar, spelling and punctuation.