

# Nica Shayne Salve

## VIRTUAL ASSISTANT

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I worked in Accenture for 12 years. My BPO career began in 2012 as an Accounts Payables specialist, then got promoted as an Escalation Specialist.

In 2018, I explore other fields and entered the world of Quality Assurance. I provided evaluations to customer service and credit agents in a utility company in Australia.

In 2021, I had the opportunity to become a Quality Junior Lead and managed 5 auditors, we provide QA audits to an Australian-based ride hailing app. The next year, 2022, I got promoted as a Quality Team Lead and supervise 12 QA auditors, we provide compliance checks to onshore agents based in Australia.

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## Skills

- Excellent organizational skills and detail-oriented. I have strong communication skills which I think will result in collaboration within the company members and stakeholders
- Monitored industry trends and best practices, proactively incorporating new ideas and strategies into the team's processes to maintain competitive advantage.
- Coordinated regular meetings with key stakeholders, discussing progress toward quality objectives and developing action plans as needed based on findings from reviews or assessments.
- Ensured compliance with industry regulations by staying up-to-date on current standards and incorporating them into workflows as necessary.
- Mentored junior staff members, fostering professional growth and development within the quality assurance team.

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## Education

### BACHELOR OF SECONDARY EDUCATION

St.Mary's College of Meycauayan | March 2010

### SECONDARY & ELEMENTARY EDUCATION

St. Mary's Academy of Sto.Niño

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## Work Experience

### VIRTUAL ASSISTANT

Kaya Services | September 2024 - Present

- Administrative Task. Supported onshore solicitors in tracking location area finders for selling and buying properties by entering their information into the database.
- Email Management. Sending outbound emails to prospective property buyers and sellers.

### QUALITY TEAM LEAD

Accenture Inc. | March 2018 - May 2024

- Facilitated meetings with clients, discussing progress toward quality objectives and developing action plans as needed.
- Managed documentation related to quality control procedures, keeping records of assessments and other relevant activities.
- Mentored junior staff members, fostering professional growth and development within the quality assurance team.

### ACCOUNTS PAYABLES SPECIALIST

Accenture Inc. | May 2012 - February 2018

- Handles vendor invoices and records the short-term debts in the general ledger (GL).
- Validates invoices against (purchase) orders and ensure the goods or services were received before issuing payment to their vendors.
- Conducts business to business transactions via inbound and outbound calls.
- Email Management.