



# DONNA ROSE BARRERA

## CONTACT

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📍 Bakyas, Laurel, Brgy. Mansilingan,  
Bacolod City, Neg. Occ.

## PERSONAL DATA

**Date Of Birth:** 09/18/1999

**Age:** 25

**Languages/Dialect:** English,  
Filipino, Hiligaynon

## EDUCATION

### **Riverside College Inc**

Senior High School

2016-2018

With Honors

### **Other Notable Achievements**

Chess Club PIO- RCI-SHS

Quantum Club PIO- RCI-SHS

Physics Olympics Delegate, Cebu City

Chess Player NOPPSCEA 2019

Filipino Editorial Writer and Journalism

Awardee- BCNHS-JHS

### **University Of Negros Occidental- Recoletos**

BS Medical Technology

2018 - 2020

2nd yr College

## SKILLS

- Management Skills
- Creativity
- Microsoft Office Tools Literacy
- Coaching
- Critical Thinking
- Leadership
- Formal and Informal Writing

## ABOUT ME

Eldest of four, enjoys watching Korean dramas especially with romance-comedy genres, she loves action, sci-fi and thriller too. Her strength is writing poems and short stories. She likes to play chess and scrabble also. She is an ambivert type of person where she is fond of travelling places that gives her tranquility and positive vibes.

## WORK EXPERIENCE

### Customer Service Representative

2020 - 2021

#### **PanAsiatic Solutions Inc.**

- Add service, troubleshoots and replace phones,
- Manages metrics and surveys.
- Utilizes carrier and troubleshooting tools
- Provides quality and excellent customer service experience.

### Quality Assurance Specialist

2021-2023

#### **PanAsiatic Solutions Inc.**

- Works with 2 teams with 15-20 agents
- Huddles updates and important report
- Listens and evaluates recorded calls and coaching
- Manages QA and survey scores.

### Operations Supervisor

2023-2025

#### **PanAsiatic Solutions Inc.**

- Works with 15-20 agents and creates Performance Reviews
- Manages server balancing and troubleshoots production Tools
- Take Sup Calls and contacts carrier
- Schedules agent and conducts coaching
- Setting metrics and survey targets
- Listens and evaluates live and recorded calls

## REFERENCES

### **Von Villadolid**

Quality Coordinator

PanAsiatic Solutions Inc.

09661966411

### **Joemhell Maquiran**

Operations Manager

PanAsiatic Solutions Inc.