



Aubrey Constantino

SR. QUALITY EVALUATOR /
TEAM LEADER

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PROFILE

I fulfil the roles of Data Analyst and Team Leader. I am responsible for supervising our data analytics initiatives and guiding our team to ensure we achieve our objectives efficiently.

I oversee our daily and weekly reporting procedures, offering valuable insights to monitor our development and facilitate well-informed choices. I am dedicated to providing precise, actionable information that can guide our strategy and aid in achieving our team's goals.

My role is to explain the data, answer any queries you may have, and ensure that we are all on the same page in our endeavors.

SKILLS

Data Analysis



Problem Solving



Creativity



Leadership



WORK EXPERIENCE

TEAM LEADER

EIN PLUS LLC / GOV+

Jun 2024 - Aug 2024

- Responsible for sending out weekly and daily reports and overseeing the assignment and management of callback tickets. Created a personal report file to ensure daily tracking and recording of the team's performance. In addition to addressing agents' concerns, handles administrative tasks, extracts and delegates follow-up items, and conducts regular audits and coaching to support team development and performance.

CUSTOMER SERVICE REPRESENTATIVE/ BACK OFFICE

EIN PLUS LLC / GOV+

Sept 2023 - Jun 2024

- Validate applications and conducts callback to customers to make sure that their application will be processed promptly.

SR. QUALITY EVALUATOR

Concentrix

Jul 2022 - Aug 2023

- Regularly conducts audit for advisors (Voice & Chat) checking if the standard ways of working were being followed. Also captures failure modes per audit to be reported and tracked making sure that the advisor is coached.
- The master calibrator for Project Sunlight. Facilitates the bi-weekly calibration session.
- Sends out weekly and monthly reports to recap the weeks/ months' achievements and the programs' status as a whole.
- Conducts coaching session for mark offs and auto fails which help in honing the skills and capabilities of advisors.

CUSTOMER SERVICE REPRESENTATIVE/ BACK OFFICE

Concentrix

Jan 2020 - Jul 2022

- Work alongside account supports and agents to ensure protocol is being followed in compliance with the company and client's policy. Assists the front-line team and fills in when necessary.
- Set standard for quality and professionalism. Met and exceeded goal every month for year 2021 and 2022. Top back-office agent for multiple months in 2021- 2022.

RECEPTIONIST/ PRODUCTION CREW

GRACELAND FOOD INDUSTRIES INC

Apr 2019 - Sep 2019

- Assist suppliers and the Board of Directors upon entering the company premises. Assists processing of suppliers' transactions to the purchasing officer. Assists new applicants for orientation and application process with the HR officer.

EDUCATION HISTORY

B.S. in Hotel and restaurant management

Mariners' Polytechnic Colleges

Nov 2017 - Apr 2018

B.S. in Hotel and restaurant management

Partido State University

Jun 2014 - Oct 2016

B.S. in Hotel and restaurant management

University of Nueva Caceres

Jun 2013 - Apr 2014