

# Jupher John D Nasam

09760325370 | jupherjohn@gmail.com | Brgy. Evangelista Baras, Rizal | DOB: January 15, 1994

## **PROFESSIONAL SUMMARY**

---

Experienced Quality Assurance Analyst with four years in BPO environments and a background in customer service. Proven ability to monitor performance, analyze trends, and support continuous improvement while maintaining high service quality standards.

## **SOFT SKILLS**

---

Strong Analytical & Critical Thinking | Attention to Detail | Clear Written & Verbal Communication  
Time Management | Problem-Solving | Adaptability | Customer-Focused Approach

## **TECHNICAL SKILLS**

---

Quality Assurance (QA) Monitoring | Root Cause Analysis | Performance & Quality Reporting  
Microsoft Excel (Data Analysis, Pivot Tables, Formulas) | Microsoft Word & PowerPoint | Statistic  
Documentation | Data Accuracy | CRM (Salesforce, Fiserv) | CX Platform (Genesys, NICE Engage)

## **WORK EXPERIENCE**

---

### **QUALITY ASSURANCE ANALYST**

#### **RESULTSCX 2022 – Present**

- Monitored calls and evaluated performance for compliance.
- Generated reports and led calibration sessions.
- Managed retail and financial accounts, specializing in fraud prevention.

### **CUSTOMER SERVICE REPRESENTATIVE**

#### **RESULTSCX 2021 – 2022**

- Deliver customer support via phone, email and chat.
- Resolve inquiries, troubleshoot issues, and process transactions.
- Maintain records and collaborate to improve service.

## **EDUCATION**

---

### **Bachelor of Science in Agricultural Engineering**

University of Rizal System | Tanay Rizal | 2016

## **CERTIFICATIONS**

---

### **Lean Six Sigma Yellow Belt**

- Prof. Dr. Marcel Machado Fernandes | March 2025 | 105321376

### **Microsoft Office Specialist: Excel Associate Certification Training Program**

- Data Analytics Philippines | February 2025 | DAPh-225-808340

### **Fundamentals of Statistics with Microsoft Excel**

- Data Analytics Philippines | May 2025 | DAPh-25-977992