



JOANA EVE RAZON

Senior Quality Evaluator

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Subdivision Balubal, CDO

SUMMARY

Customer-focused professional with experience handling inquiries, resolving issues, and providing excellent service. Strong communication, empathy, and conflict-resolution skills. Committed to maintaining positive client relationships.

EDUCATION

BS in Information Technology

University of Science and Technology of Southern Philippines

Completion - 2026

Senior High School

University of Science and Technology of Southern Philippines

Graduation - 2019

Elementary School

Floridablanca New Settlement Elementary School

Graduation - 2013

WORK EXPERIENCE

August 2020 -
May 2021

Customer Service Representative

Concentrix, Cagayan de Oro

Key Qualifications and Responsibilities

- Handle complaints and provide appropriate resolutions or escalation
- Document customer interactions, issues, and resolutions accurately
- Basic computer literacy and proficiency in customer support tools
- Good problem-solving and decision-making skills of calls, chats, emails, or case handling to ensure compliance with standards.

June 2021 -
October 2021

QA Associate

Concentrix, Cagayan de Oro

Key Qualifications and Responsibilities

- Understanding of quality metrics, scorecards, and QA frameworks.
- Ability to identify trends, root causes, and improvement opportunities.

October 2021 –
Present

Senior Quality Evaluator

Concentrix, Cagayan de Oro

Key Qualifications and Responsibilities

- Understanding of quality metrics, scorecards, and QA frameworks.
- Ability to identify trends, root causes, and improvement opportunities.
- Ability to coach and mentor others on quality, process compliance, and customer service best practices.
- Conduct thorough quality evaluations of calls, chats, emails, or case handling to ensure compliance with standards.

AWARDS, & CERTIFICATIONS

- Dean's List Awardee – 3rd Year, 2nd Semester (AY 2024 – 2025)
- Dean's List Awardee – 3rd Year, 1st Semester (AY 2024 – 2025)
- Dean's List Awardee – 2nd Year, 1st Semester (AY 2023 – 2024)
- Dean's List Awardee – 2nd Year, 2nd Semester (AY 2023 – 2024)
- Dean's List Awardee – 1st Year, 2nd Semester (AY 2022 – 2023)
- Dean's List Awardee – 1st Year, 1st Semester (AY 2022 – 2023)

LANGUAGES

- **English:** Proficient
- **Filipino:** native speaker

INTERESTS

- Quality Assurance
- Project Coordination