

NORIEL SANVICTORES

QUALITY ASSURANCE PROFESSIONAL

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PROFESSIONAL SUMMARY

Quality Assurance professional with over 18 years of experience in customer service, technical support, and quality operations within the BPO industry. More than 8 years of experience leading quality initiatives through coaching, quality audits, calibration sessions, root cause analysis, performance reporting, and continuous improvement across Utilities, Telecommunications, E-commerce, and Web Hosting programs.

CORE COMPETENCIES

Quality Assurance	Quality Audits
Performance Coaching	Calibration Management
Root Cause Analysis	Continuous Improvement
Microsoft Excel (Pivot Tables, VLOOKUP)	Salesforce CRM
WordPress • cPanel • DNS • Email Systems	Customer Experience (CX)

PROFESSIONAL EXPERIENCE

Quality Officer | TDCX PH Inc.

September 2024 – Present

- Conduct quality evaluations and deliver actionable coaching feedback.
- Analyze customer interactions and identify quality improvement opportunities.
- Participate in weekly and monthly calibration sessions with Operations and stakeholders.
- Prepare quality reports and monitor compliance with QA standards.

Quality Assurance Supervisor | Inspiro Relia, Inc.

June 2020 – August 2024

- Led quality initiatives supporting Operations across multiple programs.
- Coached and mentored QA Specialists to improve evaluation consistency.
- Facilitated weekly and monthly client calibration sessions.
- Performed trend analysis and root cause analysis to improve quality performance.
- Presented quality reports and recommendations to Operations leaders.
- Prepare reports and dashboards using Microsoft Excel.

Web Advisor | Concentrix

April 2019 – January 2020

- Provided chat-based support for web hosting, WordPress, DNS, email, and billing concerns.

Quality Assurance Supervisor | Inspiro Relia, Inc.

June 2017 – November 2018

- Managed QA performance, reporting, coaching, and stakeholder collaboration.

Quality Assurance Specialist | Inspiro Relia, Inc.

September 2014 – May 2017

- Performed quality audits, coaching, SLA monitoring, and client calibrations.

Technical Support Agent | Inspiro Relia, Inc.

February 2014 – August 2014

- Provided phone, chat, and email technical support for web hosting products.
- Assisted customers with WordPress, DNS records, email configuration, and account-related concerns.
- Diagnosed and resolved technical issues while maintaining customer satisfaction and service quality.

WordPress Administrator (Independent Projects) | Independent

June 2010 – January 2014

- Managed self-hosted WordPress websites and hosting environments.
- Administered cPanel, Cloudflare, DNS, SSL certificates, and email systems.
- Performed website migrations, backups, troubleshooting, and performance optimization.
- Implemented WooCommerce and basic SEO best practices.

Technical Support Agent | Teleperformance Philippines

December 2006 – June 2010

- Provided broadband, networking, modem/router, and email technical support.
- Provided technical support for broadband internet, modem/router configuration, and email clients.
- Resolved customer connectivity issues while maintaining high customer satisfaction.

INDUSTRY EXPERIENCE

Utilities • Telecommunications • E-commerce • Web Hosting • Customer Service • Technical Support