

# John Paolo Soneja

Quality Analyst

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Manhattan Plaza Tower 1,  
General Romulo Ave,  
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Metro Manila, Philippines

## LANGUAGE

English

Tagalog

## SKILLS

Analytical

Team player

Flexible

Decision making

Multi-tasking

Communication

## EXPERTISE

Customer Service

Client Relations

Leadership

Technical

Microsoft Office

JavaScript

Programming

Visual Basics

Salesforce

Formaris

## Education

### Diploma in Information Technology, 2010

System Technology Institute | Marikina City, Philippines

## Work Experience

### Quality Analyst, 2023 – 2024

Clearsource Business Process Outsourcing, Philippines

- Conduct evaluations and utilize quality guidelines as based for scoring
- Communicate with international clients for operational improvement
- Participate in calibration sessions to maintain consistency and alignment
- Review and file Quality Control error disputes from designers to client

### PV Proposal Designer, 2022 – 2023

Clearsource Business Process Outsourcing, Philippines

- Generate unique PV system proposal for Homeowner & Sales Representative review
- Create Solar production estimates with proprietary software
- Follow US Local Jurisdictional Permitting Authority requirements

### Engineering Staff, 2019–2020

Toyo Seat Philippines Corporation, Philippines

- Handle seat cushion models for several brands such as Mazda and different cinemas in the Philippines using programming software
- Review data for deficiencies or errors, correcting any incompatibilities and checking output to create control plans

### Site Supervisor, 2013–2015

Valley Garden Landscaping, United Arab Emirates

- Oversee staff for landscaping residential areas and delegating tasks
- Communicate with international clients for operational improvement
- Handle team projects and sales with making quotations
- Control aspects in project documentation by utilizing various control systems

### Data Encoder, 2010–2011

Automotive Interiors Corporation, Philippines

- Encode logistical information in the user application
- Sort and process data on a timely with accuracy and consistency
- Maintains customer confidence and protects operations by keeping information confidential