



# Joshua Hosea Quimba

## Client Success Manager

Flexible Escalation Supervisor works well independently and collaboratively with other departments and team. Strong organizational and communications skills for thinking quickly and solving problems in fast-paced environment. Adept at handling multiple tasks efficiently and accurately, exhibiting professionalism and maintaining confidentiality at all times.

## My Contact

✉ joshuahoseaq@gmail.com

☎ 09760587876

📍 Navotas City, Philippines

🌐 <https://www.linkedin.com/in/joshua-hosea-quimba-84a895265/>

## Skill

- Critical Thinking and Problem Solving
- Leadership Skill
- Communication
- Adaptability
- Effective Time Management
- Customer Service
- Microsoft Office
- Organizational Skills
- Computer Skills

## Education Background

Access Computer Colleges  
*Bachelor of Science in Business Management*

- January 2011 – October 2015
- Dean's List, (2013 – 2014)
- Yatai International, Internship in Accounting, (Completed 2014 – 2015)
- Thesis Statement: (Business Analytics)
- Thesis Statement: (Entrepreneur Mindset)

## Professional Experience

**LYSEIS Outsourcing – Client Success Manager/Project Manager/Video Editor**  
October 2023 – May 2023

**Operexa – ProjectManager/Teamleader/Proofreader/Anotator/ Transcriptionist**

**March 2023 – October 2023**

Transcribing speech-to-text for audio recordings.

Leading 50+ agents in my previous company. Making they will work with a quality.

▫ Transcribing video recordings for dialogues in movies, TV shows, or interviews.

Transcribing podcasts or webinars for textual representation.

Annotating objects, landmarks, or attributes in digital images.

▫ Annotating facial expression, sentiment, or emotion for sentiment analysis.

**TTEC – Escalation Supervisor**  
**August 2019 – March 2023**

Key responsibilities:

▪ Extensive knowledge and expertise in providing excellent customer service

▪ I'm highly trained and skilled in handling all aspects of customer service, from answering questions to resolving complaints

▪ In-depth knowledge of customer service principles, best practices, and industry standards, and can provide guidance and training to other customer service representatives

Also responsible for developing and implementing customer service strategies, policies, and procedures to enhance the overall customer experience

Customer Service 2 ( Social Media Support)

**TTEC – Subject Matter Expert**  
**February 2019 – Aug, 2019**

Key responsibilities:

▪ Extensive knowledge and expertise in providing excellent customer service

▪ I'm highly trained and skilled in handling all aspects of customer service, from answering questions to resolving complaints

▪ In-depth knowledge of customer service principles, best practices, and industry standards, and can provide guidance and training to other customer service representatives

Also responsible for developing and implementing customer service strategies, policies, and procedures to enhance the overall customer experience

Customer Service 2 ( Social Media Support)

▪ Collaborated with management to identify and prioritize new development concepts.

▫ Monitored and tracked user progress to identify improvement opportunities.

Improved user productivity and efficiency through system training and support.

## **TTEC – Social Media Support**

*June 2018 – Feb, 2019*

- Key responsibilities:
- Process payments from restaurants for orders placed through the company's delivery service, ensuring that all transactions are accurate and recorded appropriately
- Process the salary of delivery drivers, ensuring that payments are made on time and in accordance with company policies
- Check the status of orders from restaurants to ensure that they are being processed and delivered on time, and take appropriate actions to resolve any issues that may arise
- Respond to customer inquiries through Twitter and Facebook, providing timely and accurate information and resolving any concerns that customers may have.
- Analyzed and reported social media and online marketing campaign results.
- Suggested and implemented new features to develop brand awareness.

## **TTEC – Quality Assurance 1**

*Jan., 2018 – Jun, 2018*

- Key responsibilities:
- Process of monitoring, measuring, and improving the quality of customer service provided by a business or organization.
- It involves several activities, such as assessing customer interactions and feedback, identifying areas for improvement, training employees, and implementing quality standards and best practices to ensure consistent and positive customer experiences.
- The goal of customer service quality assurance is to uphold high levels of customer satisfaction and loyalty, enhance the reputation of the business, and ultimately drive revenue growth.

## **TTEC – Customer Service 1**

*October 2016 – December 2017*

- Key responsibilities:
- Clarify the concerns of both customers and delivery drivers, by actively listening to their concerns and asking clarifying questions to ensure a clear understanding of the issue
- Respond to inquiries and concerns from customers and delivery drivers through various communication channels such as phone, email, and chat, in a timely and professional manner
- Provide accurate and helpful information to customers and delivery drivers to help them resolve their concerns and issues, and ensure that they have a positive experience with the company.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Resolved concerns with products or services to help with retention and drive sales.

## **Exatech – Parts Supervisor**

*January 2015 – January 2016*

- Key responsibilities:
- Maintained clean and neat parts counter and sales floor.
- Organized parts storage and stocked inventory according to established guidelines.
- Greeted customers via telephone and in person to answer questions, resolve concerns and complete sales.
- Completed sales and service documentation for customer and business records and provided receipts of purchase.
- Adhered to company guidelines for performance and compliance.