

Contact

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Top Skills

Retail

Retail Management

Retail Operations

Edward Malapo

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Bulacan, Central Luzon, Philippines

Summary

With 4 years and 6 months of experience as a Customer Service Representative, along with 5 months of experience as an Intern Quality Evaluator, I've developed a strong understanding of customer needs, service excellence, and quality-driven performance. I focus on more than just numbers and metrics. I believe that behind every interaction is a customer with unique goals, concerns, and expectations. My approach is centered on understanding those needs and delivering personalized, effective solutions that create meaningful results. My experience has strengthened my communication, problem-solving, attention to detail, and ability to identify opportunities for improvement. As a Quality Evaluator, I've also gained valuable insight into evaluating customer interactions, maintaining service standards, and helping teams improve their overall performance. I'm passionate about creating positive customer experiences, building long-lasting relationships, and contributing to the success of the organizations I work with. I believe that the right combination of customer understanding, quality, and targeted strategies can make a meaningful difference. I'm always open to opportunities where I can continue learning, contribute my experience, and make a positive impact.

Experience

The VA BAR

Student Intern

April 2026 - Present (5 months)

Concentrix

Customer Service Specialist

December 2021 - June 2026 (4 years 7 months)

Quezon City

Customer Service Representative.

Delivered professional and empathetic customer support by addressing inquiries, concerns, and service-related issues efficiently.

Built positive customer relationships through active listening, clear communication, and personalized solutions.

Consistently met or exceeded key performance metrics, including customer satisfaction, quality, productivity, and attendance.

Handled challenging customer interactions professionally while maintaining composure and a customer-focused approach.

Identified customer needs and provided appropriate solutions to improve the overall customer experience.

Collaborated with team members and other departments to resolve complex concerns and ensure timely issue resolution.

Adapted quickly to changing processes, policies, tools, and customer requirements.

Quality Evaluator / Intern

Evaluated customer interactions based on established quality standards, policies, and performance guidelines.

Reviewed calls and customer interactions to identify strengths, gaps, and opportunities for improvement.

Provided constructive feedback to help improve customer service quality and overall agent performance.

Maintained accuracy and consistency when scoring and documenting quality evaluations.

Identified recurring issues and trends that could impact customer experience and service performance.

Demonstrated strong attention to detail, analytical thinking, and objectivity when conducting evaluations.

Gained practical experience in quality assurance processes, performance monitoring, and continuous improvement.

Philippine Statistics Authority

Team Lead

August 2020 - December 2020 (5 months)

Bulacan

elite jinzai marketing services inc.

Retail Sales Coordinator

September 2013 - January 2016 (2 years 5 months)

Quezon City

SM Supermalls
Checker
March 2013 - August 2013 (6 months)
Quezon City

Education

University of Manila
Bachelor of Secondary Education, Computer Teacher Education · (June
2005 - March 2011)