

AYON STA. ANA

CONTENT MODERATION | QUALITY ASSURANCE | OPERATIONS SUPPORT

Tanza, Cavite, Philippines | +63 917 900 2299 | ayon.staana@gmail.com

PROFESSIONAL PROFILE

Remote operations and BPO leadership professional with 12+ years of experience in customer service, content moderation, quality assurance, and team management. Background in audit reviews, calibration, root cause analysis, coaching, written feedback, KPI monitoring, and process improvement. Currently supports a U.S.-based service operation through scheduling, CRM updates, documentation, follow-ups, and reporting.

CORE SKILLS

Content moderation and quality standards; audit reviews and calibration; root cause analysis; quality reporting; coaching and performance evaluation; customer support and escalation handling; CRM record management; scheduling and service coordination; remote collaboration.

WORK EXPERIENCE

Fitness Machine Technicians - East Wisconsin / MyOutDesk

Administrative Assistant / Service Coordinator | Dec 2025 - Present

Coordinate service appointments, customer follow-ups, technician schedules, and CRM record updates. Handle phone, email, CRM, and vendor-portal communications. Prepare job summaries, daily reports, scheduling lists, invoice tracking, and service documentation.

TaskUs

Team Leader | Mar 2020 - Jan 2025

Led a team of 14-16 members while maintaining productivity and quality standards. Managed content moderation campaigns, coached team members weekly, applied root cause analysis, monitored KPIs, and implemented process improvements.

Sitel

Team Leader | May 2016 - Mar 2020

Led mentors and agents through product training, upskilling, coaching, and performance support. Managed queues for schedule adherence and aligned quality standards through calibration.

Quality Analyst | Sep 2014 - May 2016

Audited calls, facilitated calibration sessions, and maintained quality assurance compliance. Provided coaching and feedback, generated quality reports, analyzed trends, and recommended improvements.

Customer Service Representative | Dec 2012 - Aug 2014

Handled phone, email, and chat inquiries covering customer support, billing, account management, troubleshooting, orders, payments, and account updates.

TOOLS, EDUCATION & LANGUAGES

Tools: Microsoft Excel, Word, PowerPoint; CRM systems; ServiceMinder; RazorSync; Grasshopper; content moderation tools; vendor/service portals.

Education: Bachelor of Science in Information Technology, A.M.A Computer Learning Center, 2009.

Languages: English and Tagalog - fluent.