Sando Sarah

USA, Phoenix, AZ
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Objective

Efficiency-driven Quality Assurance Specialist committed to pushing beyond "checklist customer interactions" through empathic problem-solving to enhance client experiences. Leveraging a blend of Customer Service Psychology, technical expertise, and innovative problem-solving skills, I seek to contribute my unique skillset to an organization that values excellence in customer service and operational performance.

Skills

- Communicates effectively and professionally through various written and verbal channels.
- Patient and empathetic in simplifying technical concepts for clear communication.
- Adept in providing constructive feedback and coaching to improve performance.

- Strong attention to detail and accuracy in reviewing and analyzing data.
- Exceptional organizational skills, including detailed documentation and follow-up.
- Excelling as a self-directed remote worker, skillfully managing workloads and tasks.

Work Experience

SMA America (2023-Current)

Quality Assurance Specialist (2023-Present) Remote

- Evaluated agent performance to ensure top-notch communication, product knowledge, and service.
- Provided actionable feedback to leadership for improving customer interactions.
- Performed quality audits of a technical support team, focusing on process consistency and knowledge retention.
- Participated in calibration sessions to ensure consistent performance evaluations across the team.
- Streamlined processes and encouraged alignment, leading to improved team efficiency and customer satisfaction.

Progressive Insurance (2018-2022)

Specialty Team QA/Coach (2020-2022) Remote

- Conducted daily call audits to evaluate Service Agents' performance, ensuring adherence to quality standards and company metrics.
- Maintained detailed documentation for 6-8 agents, tracking their performance and progress in alignment with technical and customer service goals.
- Developed user-friendly help content, resulting in improved agent performance, confidence, and consistent adherence to quality guidelines.

Specialty Product Support Lead (2019-2020) Remote

- Served as a SME (Subject Matter Expert) to internal and external customers regarding Progressives UBI program, mobile application, and device.
- Collaborated on training materials and knowledge-based procedures to enhance workflow efficiency and quality protocols.
- Advocated for product improvement, actively identifying quality-related opportunities for growth and collaborating closely with our development team to implement changes.

Customer Service Representative (2018-2019) Remote

- Delivered exceptional customer service regarding policies by troubleshooting and resolving concerns while ensuring company and state compliance.
- Consistently maintained a 5/5 quality score based on internal metrics, showcasing a commitment to delivering top-tier service quality.
- Hosted engaging PowerPoint presentations to educate 80+ attendees, including leadership and service representatives, on empathic call handling, highlighting the importance of quality interactions resulting in a 60% increase in offer acceptance rate after attendance.

Education

Current: B.A. Psychology @ ASU/PHX College

Prior: Associate in Arts @ FIDM