

LUCKY ANTHONY TAPURO

QUALITY ASSURANCE ANALYST | AI QUALITY & CONTENT EVALUATION | TECHNICAL QA

Candon City, Ilocos Sur, Philippines | 0994 241 0180 | homecreditbaguioph@gmail.com

[linkedin.com/in/lucky-anthony-tapuro-8a50b6431/](https://www.linkedin.com/in/lucky-anthony-tapuro-8a50b6431/)

PROFESSIONAL SUMMARY

Quality Assurance and operations professional with hands-on experience in quality monitoring, customer-service QA, quality control, technical troubleshooting, process compliance, coaching, and team leadership. Skilled in reviewing work against defined standards, identifying errors and recurring patterns, documenting findings, escalating critical issues, and supporting corrective actions. Seeking to apply this QA foundation to AI-generated output evaluation, glitch/anomaly detection, content validation, defect reporting, and continuous quality improvement.

CORE COMPETENCIES

Quality Monitoring • Error & Anomaly Detection • Content Validation • Quality Control • SOP/Policy Compliance • Defect Documentation • Root-Cause Thinking • Trend Analysis • Calibration • Escalation Management • Corrective Action • Technical Troubleshooting • Data Accuracy • Coaching & Feedback • Microsoft Excel • Reporting

PROFESSIONAL EXPERIENCE

ALORICA TELESERVICE, INC. — Amazon US & UK Retail | Team Manager, Customer Service | Oct 2023 – Present

- Monitor team performance and service quality against operational standards, procedures, and customer-experience expectations.
- Review performance results to identify recurring errors, compliance gaps, behavioral patterns, and improvement opportunities.
- Investigate operational issues, coach employees using documented findings, and escalate significant or recurring quality concerns.
- Track trends and reinforce consistent interpretation of procedures to improve accuracy, productivity, and service quality.

ALORICA TELESERVICE, INC. — Amazon US & UK Retail | Quality Assurance Analyst | Apr 2023 – Oct 2023

- Evaluated customer interactions against established quality standards, procedures, and performance requirements.
- Identified errors, process deviations, compliance gaps, and customer-experience risks; documented findings objectively.
- Analyzed recurring error trends, participated in quality alignment/calibration, and delivered actionable feedback.
- Escalated critical quality concerns and supported corrective actions to improve consistency and SOP adherence.

ALORICA TELESERVICE, INC. | Customer Service Mentor / Site Agent | May 2022 – Mar 2023

- Supported employees on procedures and quality expectations, identified knowledge gaps, and provided feedback on accuracy and process adherence.
- Investigated customer, order, and account issues while maintaining accurate documentation and following escalation workflows.

HYATT HOTELS & PROPERTIES | Reservations / Quality Support | 2026

- Reviewed reservation information for completeness and accuracy, identified discrepancies, and followed service and booking procedures.
- Maintained accurate documentation while supporting resolution of reservation and customer-service issues.

SMART TELECOMMUNICATIONS — North Luzon | Quality Control Analyst | Oct 2019 – Jan 2022

- Performed quality-control reviews to identify discrepancies, process deviations, recurring operational issues, and accuracy concerns.
- Documented findings, communicated issues requiring corrective action, and supported consistent operational standards.

HCPH CONSUMER FINANCE | Quality Assurance | Jun 2017 – Mar 2018

- Performed quality reviews against service requirements and procedures, identifying errors, inconsistencies, and compliance issues.
- Documented findings and supported corrective action to improve accuracy and consistency.

LF ASIA / LF PHILIPPINES CONSORTIUM | Team Lead / Quality Analyst | Nov 2014 – Apr 2016

- Monitored team output for accuracy, quality, and process compliance; identified recurring errors and provided performance feedback.
- Supported employee coaching, quality reviews, issue tracking, and corrective actions.

EARLIER TECHNICAL & QUALITY EXPERIENCE

Bermor Tech • Arrow & Click • Cost Savers Inc. • Rovenia Computers • Sierra Data Center • Game Masters Computer Services | 2010 – 2014

- Held roles spanning Technical Support, Help Desk Support, Computer Technician, Workstation Operator, Customer Service, Inventory Support, and Quality Assurance.
- Diagnosed hardware/software issues systematically, isolated likely causes, applied or escalated fixes, and verified functionality after troubleshooting.
- Maintained records of workstation repairs and technical issues, checked equipment/inventory information for accuracy, and supported consistent service quality.

AI QUALITY ROLE ALIGNMENT

- **AI Output Evaluation:** Able to review generated content against instructions, expected behavior, defined criteria, and quality standards.
- **Glitch & Anomaly Detection:** QA and technical-support background supports identification of inconsistencies, repetition, formatting defects, unusual behavior, and process deviations.
- **Defect Documentation:** Experienced in recording findings clearly so issues can be understood, escalated, investigated, and corrected.
- **Pattern Recognition:** Experienced in identifying recurring quality trends rather than treating individual errors as isolated incidents.
- **Root-Cause Thinking:** Uses structured investigation to distinguish observed symptoms from potential underlying process or technical causes.
- **Quality Calibration:** Experienced working with defined QA standards and consistent evaluation criteria.

TECHNICAL SKILLS

Quality & Productivity: Microsoft Excel, Word, PowerPoint, Microsoft Office, web-based tools, quality reporting, documentation

Technical: Computer hardware/software troubleshooting, workstation support, data recovery tools, help desk support

Digital Content: Adobe Photoshop, Illustrator, Premiere Pro, After Effects, Canva, Sony Vegas / Movie Studio, AutoCAD, SketchUp Pro, Blender

EDUCATION

Bachelor of Science in Electrical Engineering — Saint Louis University, Baguio City

TRAINING

Leadership and Quality Assurance Training — Alorica • Quality Analyst Training — Customer Service • Team Manager & Leadership Training • Computer Programming & Web Development • Advanced Computer Mechanics • Technical Support Training • Leadership Seminars

PROFESSIONAL STRENGTHS

Analytical Thinking • Attention to Detail • Critical Thinking • Error Detection • Quality Mindset • Technical Aptitude • Pattern Recognition • Problem Solving • Documentation • Communication • Coaching • Time Management • Planning • Team Leadership