

ANTONIO LEE

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SUMMARY	<p>Detail-oriented professional with 5+ years of experience analyzing customer interaction data, identifying performance trends, and producing actionable insights that improve efficiency and customer satisfaction. Adept at evaluating metrics across multiple channels, maintaining reporting accuracy, and communicating data-driven findings to leadership. Skilled in Power BI, Excel, and CRM data systems, with a strong foundation in QA auditing, compliance monitoring, and performance optimization.</p>
KEY SKILLS	<p>Inbound Support Account Management De-escalation Problem Resolution Quality Standards Productivity/SLA Adherence Compliance Auditing Coaching & Feedback Microsoft (Word/Excel//PowerPoint) Google Workspace Microsoft Teams CRM & Chat Systems Time Management Attendance Reliability Adaptability</p>
WORK EXPERIENCE	<p>Quality Assurance Consultant — CarMax 2020 - 2025</p> <ul style="list-style-type: none">Evaluated and analyzed customer phone, chat, and email interactions for quality, compliance, and key performance metrics.Compiled and visualized QA trends in Excel and Power BI dashboards to identify areas for process improvement.Partnered cross-functionally with leadership and compliance teams to communicate insights and validate results.Created reports summarizing agent and channel performance, supporting business decisions with clear data stories.Improved QA evaluation accuracy by 9% and reduced compliance opportunities by 23% through data-driven feedback loops.Ensured integrity of reporting data across multiple systems and contributed to audit program design. <p>Mechandising & Operations Supervisor — AC Moore 2015 - 2018</p> <ul style="list-style-type: none">Monitored store performance metrics, sales trends, and staffing efficiency.Produced weekly summaries for leadership on sales goals and customer feedback patterns.Trained staff in performance tracking and operational consistency.
EDUCATION	<p>Bachelor of Science — Computer Science (AI Concentration) 2025 - 2026</p> <p>Full Sail University</p> <ul style="list-style-type: none">Member, <i>National Society of Collegiate Scholars (NSCS)</i> <p>Associate of Science — Computer Science 2023 - 2024</p> <p>Full Sail University</p>
MILITARY EXPERIENCE	<p>U.S. Army 2019 - 2020</p> <p>74D: CBRN Specialist</p>