

JANE L. TORRES

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CAREER OBJECTIVE

To secure employment with a reputable company, where I can utilize my skills and my previous experiences, while making a significant contribution to the success of the company.

EXPERIENCE

- **Concentrix – SM Clark, Tech Hub 2** 08/11/2023 - Present
SME (Subject Matter Expert)
 - Handling calls with complicated technical and billing issue.
 - Taking over unresolved calls from agents.
 - Floor walk and assisting agents with their calls.
 - Call listening and providing real-time feedback to agents.
 - Coaching agent to be proficient in call handling.
- **Iqor – Freeport, Clark Center** 08/11/2022 – 08/05/2023
Customer Service Representative (Telco)
 - Taking inbound calls and outbound for a scheduled call back.
 - Provide answers to customer's query, such as information's for products and services.
 - Handle customer's concern regarding their bills and charges in their account.
 - Process payment and payment arrangement for customer's account.
 - Help customers to resolve technical and network issues.
 - Assist customer's issues with return, refund and promotions.
 - Process orders.
 - Upselling and promoting new mobile products.
- **Alorica – Clark** 12/02/2019 – 02/01/2021
Customer Service Representative (Telco)
 - Taking inbound calls and outbound for a scheduled call back.
 - Provide answers to customer's query, such as information for products and services.
 - Handle customer's concern regarding their bills and charges in their account.
 - Process payment and payment arrangement for customer's account.
 - Help customers to resolve technical and network issues.
 - Assist customer's issues with return, refund and promotions.
 - Process orders.
 - Upselling and promoting new mobile products.

EDUCATION

- **Clark College of Science and Technology**
2 Year Diploma in Hotel and Restaurant Services
2022
- **St. Anthony College of Technology**
Bachelor of Secondary Education - Major in English (Undergraduate)
2018 – 2020
- **Skilled Power Institute**
Caregiving Diploma
2008
- **Holy Angel University**
Bachelor of Science in Accountancy (Undergraduate)
2001-2002

SKILLS

- Outstanding customer service skills.
- Problem solving skills.
- Good English communication and writing skills.
- Can operate computer, also have knowledge of some office tools.
 - MS Word, Excel, Power Point, SharePoint, Outlook, OneNote, and Themes
 - Google Office tools such as Docs, Spread sheet and Forms.
- Typing skills up to 50 wpm
- I am a fast learner and willing to develop my skills through training and practice.

PERSONAL PROFILE

- Date of Birth : 02/14/1984
- Marital Status : Single
- Nationality : Filipino
- Known Language : English and Tagalog

I hereby declare that the information and details provided in this resume are correct and inclusive to the best of my knowledge and belief.


JANE L. TORRES

Signature