



Ailaine Joy Torregoza

CONTACT ME

📞 09677146110

✉️ ailaine.work@gmail.com

📍 0006 DSK, Buhay Na Tubig, Imus City, Cavite

EDUCATION

BS Accountancy

National University

2021 - 2022

Accountancy, Business and Management

Polytechnic University of the Philippines

2019 - 2021

Junior High School

Gen. Emilio Aguinaldo NHS

2013 - 2019

SKILLS

- Customer Service & Communication
- Problem Solving & Troubleshooting
- Data Entry & Record Keeping
- Time Management & Prioritization
- Billing & Payment Processing
- Remote Support & Coordination

WORK EXPERIENCE

Technical Support Representative

Nov 2022 - June 2023

Concentrix | Makati City, Philippines

- Provided technical assistance to customers through various channels, employing excellent communication and troubleshooting skills.
- Collaborated with cross-functional teams to expedite resolution of complex technical issues.
- Documented detailed case notes, contributing to a comprehensive knowledge base.
- Ensured accurate dispatch of technicians when required for on-site resolutions.
- Proficient in using various software tools like Salesforce.

Collections Representative

July 2022 - Oct 2022

IQOR | Dasmariñas City, Cavite

- Managed inbound and outbound calls, addressing billing inquiries and guiding customers through payment resolutions.
- Demonstrated empathy and compassion, particularly for individuals facing health challenges, to tailor solutions for missed payments.
- Maintained confidentiality during payment processing, ensuring the security of personal and financial information.
- Accomplished in problem solving and adapting to different scenarios, ready to excel in a new role.

REFERENCES

John Michael Morante Afos

Concentrix / Operations Manager
Makati City, Philippines

Jessica Galura

IQOR / Supervisor
Cavite, Philippines