

Currículum Vitae

**Cinthia Lizbeth
Torres Yañez**

Date of birth: August 18, 1990, Guadalajara, Jalisco.

Cell: 3741139293

Email: lizt827@gmail.com



Soft Skills

- ❖ **Customer service representative**
- ❖ **Project analyst**
- ❖ **Punctuality**
- ❖ **Responsible**
- ❖ **Teamwork**
- ❖ **Practice and promotion of values - Gender equity**
- ❖ **Capacity for strategic planning and organization, learning every day.**
- ❖ **Honest**
- ❖ **Ambitious**
- ❖ **Effective communication**
- ❖ **Organized**
- ❖ **Determined**
- ❖ **Health and safety management**
- ❖ **Process improvement**
- ❖ **Client experience**
- ❖ **Empathy**
- ❖ **Work ethic**

- ❖ **Positivity**
- ❖ **Multitasking**

Academic training:

- **SEP online high school (UDNAM Certificate)**

Work experience:

- **Omnichannel project Quality assurance agent for USAA bank**

I was given the task to review USAA customer recorded calls and classify them accordingly and had a tracker for it .

- **Responsible for Telefonica Movistar and Ciber ICT january 2010-2019**

I was in charge of stocking the business with cell phones and accessories ,also coordinating schedules for my co-workers ,handling the financial costs and calculating their salary and paying them.

- **Call center Teleperformance , 2009-2010**

Customer communications with great people skills and organized all cross functional tech support.

- **"Tequila Don Valente" 2006-2008**

I was Tour guide and in charge of coordinating events and sales promoter along with innovating marketing tactics.

Knowledge:

- **Experience with gridspace, cart, slack, zoom, and an excel tracker at USAA bank.**
- **MS Office (Excel, publisher, word, powerpoint)**
- **English written and spoken 100 % fluent.**