

**FURY TORRES TORTOGO**

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**Address:**Phase 1 Block 44 Lot 30 Southville 3, Poblacion, Muntinlupa City



**EMPLOYMENT HISTORY**

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**Virtual Assistant (Inside Sales Agent)**

Rian Real Estate

October 24, 2022- November 24, 2022

Tasks:

- Call leads using Mojo Dialer
- Outbound calls / Cold calling
- Respond accordingly to inquiries
- Manage the list of leads
- Set up appointments
- Follow up with leads
- CRM Management (Follow Up Boss)
- Update and clean up

**Virtual Assistant (Business Development Manager)**

Haula Waste Management

May 28, 2022- August 17, 2022

Tasks:

- Make at least 40 connected calls a day
- Call business and give them a pitch
- Use CRMs for client management
- Lead generation and data mining
- Familiarity with Google workspace. Google Sheets, Discord, Dialpad and Hubspot.

## **Virtual Assistant (Sales)**

Reva Global Philippines

March 24, 2022- May 17, 2022

### Tasks

- Use CRMs for client management
- Lead generation and data mining

## **Customer Service Representative**

### **(Telco and JBL Speaker accounts)**

Sykes Asia

Madrigal Alabang, Muntinlupa

August 13, 2021- February 22, 2022

### Duties and Responsibilities:

1. Answer inbound calls in a timely and friendly manner to answer order-related inquiries and troubleshoot products.
2. Evaluate problems and complaints of the callers and provide proper solutions to them
3. Respond to the needs of customers and provide personalized service
4. Provide information on the company's products or services and generate interest in the offer
5. Upsell products and services
6. Complete call logs and reports
7. Send emails.
8. Follow-up on customer calls
9. Boost customer loyalty by offering a proper experience over the phone

## **Quality Analyst Trainee and Customer Service Representative**

Ibex global Philippines

Shaw, Mandaluyong City

October 2020- August 2021

### Duties and Responsibilities:

1. Develop or understand evaluation programs or Scorecard. Working in partnership with the operations leadership an evaluation form, along with the process of disseminating the information to ensure improvements, should be documented as part of an overall plan.
2. Prepare multiple reports and analysis based on the audits performed by the team. These reports were delivered to stakeholders in the form of a Microsoft Excel dashboard.
3. Call Monitoring and Evaluation. Listen to calls and fill up the evaluation form.

## **Freelance English Tutor**

Bizmates Philippines

July- October 2020

1. Execute the principles of the English language, and rules of reading, writing, and speaking via Skype.
2. Track individual progress and provide useful feedback.

## **Teacher**

Mary, Cause of Our Joy Catholic School

June 2015 – Mar. 2017

1. Teach writing classes.
2. Prepare lesson plans
3. Evaluate and grade students class work, assignments, and papers.
4. Prepare course materials such as syllabi, homework assignments, and handouts.

## **EDUCATION**

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**2018- 2019**

### **Master of Arts: Master of Arts in Literature and Language Instructions**

- Rizal Technological University - Mandaluyong City, Metro Manila

**April 2015**

### **Bachelor of Arts: Secondary Education- Major in English**

- Pamantasan ng Lungsod ng Muntinlupa - Muntinlupa City, Metro Manila

**October 2008**

**Vocational: Hotel and Restaurant Services**

- Muntinlupa City Technical Institute - Muntinlupa City, Metro Manila

**March 2002**

**High School**

- Pedro E. Diaz High School - Muntinlupa City, Metro Manila

**SKILLS**

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Active listening, communication, computer skills, customer service, interpersonal skills, leadership, problem- solving, and written communication.