



Gracie Lynelle

Torres

CONTACT

✉ gracielynelletorres@gmail.com

☎ +63 9158728728

📍 Teachers Village, San Rafael,
San Pablo City, Laguna



08/19/1994 - 28 years old

EXPERTISE

- Customer Service Skills
- Leadership Skills
- Excellent Communication Skills
- MS Word, Excel, Powerpoint
- Google Suites

REFERENCES

Noel Crisostomo

Operations Manager | Owner |
Remotely PH
+63 917521 6635

Francis Anthony Jurilla

Sr. Team Leader | Concentrix
Philippines
+63 953672252

GRACIE LYNELLE TORRES

Experienced Customer Service Representative | Virtual Assistant

As an individual with almost 9 years of customer service experience, I possess a wide range of skills and expertise in this field. I developed exceptional communication skills and have honed my ability to interact effectively with customers, colleagues, and management. Additionally, I am adept at problem-solving and can navigate challenging situations with confidence and ease. My strong attention to detail, ability to multitask, and proficiency in various software and systems make me a valuable asset to any organization. With a proven track record of delivering high-quality customer service, I am well-positioned to excel in a customer-facing role.

WORK EXPERIENCE

VIRTUAL ASSISTANT | January 2022 -
CONNECTIONS SPECIALIST | May 2023
CUSTOMER SUCCESS

RemotelyPH

- Reach out to newly signed-up users to get them engaged
- Schedule meetings to introduce users to the product and walk them through how to use it and assist them toward completion
- Respond to users' pre-activation and post activation concerns

COMMUNICATIONS TRAINER June 2020 -
Concentrix Philippines October 2021

- Facilitates training and coaching sessions to help the associates improve their call handling and customer service skills
- Listens to calls, and sends feedback and reports to help the program come up with the best action plans to drive performance

BACK OFFICE SUPPORT January 2020 -
Concentrix Philippines May 2020

- Process daily reports based on the clients' request
- Takes escalation calls and provides immediate support on the production floor

CUSTOMER SERVICE April 2017 -
ASSOCIATE December 2019

Concentrix Philippines

- Assists customers with inquiries related to the company's Products and services
- Provides the best resolution possible to the customers' concern

FLOOR SUPPORT

June 2016 -
March 2017

Alorica Philippines

- Assists the new hires during their nesting period by answering product-related questions
- Facilitates Pre and Post shift huddles and discusses product and procedures

HEALTH CARE ASSOCIATE

August 2015 -
May 2016

Alorica Philippines

- Greets the Healthcare providers in a courteous, friendly, and professional manner
- Provides members' benefit coverage and processes medical claims

CUSTOMER SERVICE REPRESENTATIVE

October 2014 -
June 2015

Teleperformance Philippines

- Assists customers with inquiries related to the company's Products and services
- Provides the best resolution possible to the customers' concern