



# MA. CHORESSA DELA TORRE

## EXECUTIVE SUMMARY

Possess strong communication skills, including ability to interact in a team environment. With 8 years of experience as a Customer Service Representative. Proficient in Microsoft Windows and Microsoft Office and Microsoft Excel. Highly organized with the ability to prioritize tasks efficiently.

## MY EXPERTISE

- Customer Service - Call Handling
- Website development
- HTML
- Adobe Photoshop
- Microsoft Excel
- Microsoft Word
- Experience in sales

## HOW TO CONTACT ME

Address: Montalban Rizal, Philippines 1860  
Mobile: (63) 907 763 9238  
Email: machoressadelatorre251218@gmail.com  
Skype: Ma Choresa Dela Torre

## RELEVANT EXPERIENCE

### Brand Ambassador | Customer Service Representative II

24-7 Intouch, Inc.

August 2021 - November 2022

Assists consumers via email, chat, or phone calls in resolving product inquiries  
Assist consumers in processing reimbursement for products that did not pass the quality standard  
Stand as team POC when needed  
Assists agents on escalated calls.  
Handles Amazon and Shopify seller account

### Customer Service Representative

Valuelink Corporation

March 2020 - May 2021

Assists customer via email, chat or calls in resolving product concerns  
Assist customers in filing refund or replacements  
Assist customers in checking shipping status of their order

### Healthcare Associate

Concentrix Philippines - Bluecross Blueshield of North Carolina

June 2017 - February 2019

Responsible for ensuring customer satisfaction by assisting them with issues and concerns related to their health  
Responsible in determining copay and deductible amount that should apply  
Train junior agents

### Claims Analyst

WNS- Suncorp

June 2016 - December 2016

Provides information with respect to insurance policies  
Analyze customers' concern and provide solution

### Website Developer

Hibu Philippines Incorporated - Yell Adworks

March 2013 - February 2015

Design and create webpage layout  
Creates website content  
Search Engine Optimization

### Customer Service Representative

EGS Philippines - T-Mobile

March 2012 - February 2013

Assists customers over the phone on their billing concerns  
Guide customers on doing basic trouble shooting

## SCHOOL BACKGROUND

### University of Rizal System

Degree Holder  
April 2011