



PINKY TORRES



Pasig Metro Manila 1601



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Professional Summary

Diligent senior customer support representative with over 10 years of experience at a high-volume call center. Seeking to leverage a fast-paced work ethic with top rated customer service to be able to satisfy a business specific need and meet future demand as the new delivery driver.

Positive customer service professional with strong history of surpassing customer expectations. Skilled at navigating stressful situations with calm, collected and professional attitude. Decisive communicator demonstrating superb active listening skills to resolve issues.

Work Experienced

Well Fargo EGS, LLC Philippines Taguig - Jul 2021 -Present

Senior Securities Customer Representative / Wealth Investment Management

- Management -Support less experienced representatives and assist managers or supervisors on handling escalated inquiries or complaints
- Provide subject matter expertise and interpretation of procedures to less experience customer service representatives and provide direction to meet defined productivity and performance goals
- Interact with immediate team and communicate with another department
- Used excellent listening skills to process customer queries and complaints, offering effective solutions to maintain customer satisfaction.

- Resolved requests simultaneously with strong multitasking, including phone, web chat and email enquiries.
- Worked with management to review and implement revised policies and procedures to improve performance.

TATA Consultancy Services 09/2018 – 07/2021

Senior Collection Specialist / Rushmore Loan Management

- -contact clients to remedy delinquency or non-payments. Determines appropriate collection alternatives to settle shortfalls. I adhere to pre-established guidelines when determining appropriate collection remedy and help them set up a payment plan
- Respond to client account queries in a timely and professional manner.
- Research and implement effective collection techniques.

Intelenet Global Services - May 2016- Sept 2018

Phone Bank Specialist Barclays Bank

- -I provide assistance to account holders or tellers by processing transaction or responding to inquiries. I identify opportunities for cross-selling and refers customers to appropriate bank personnel
- -assist client with online navigation and processing payment to merchants
- -submit and process fraud claims, card replacement and logged complaints

Education

Carlos Hilado Memorial State University Binalbagan, NEC 2013

Bachelor of Science Information Technology