

**Alexis Torre-Clemente**

09235457131

Unit D J.Pacis St. Cableway Brgy.Calumpang Binangonan Rizal

[Alecxistorre03@gmail.com](mailto:Alecxistorre03@gmail.com)

**Personal Information**

**Age: 30 years old**

**Birth date: September 03, 1991**

**Citizenship: Filipino**

**Height: 5'4**

**Civil Status: Married**

**Educational Attainment**

**UP Diliman**

BS Psychology

2008-2012

**Tagaytay City National High School**

Secondary Level

2004-2008

**Holy Child Jesus College**

Primary Level

1997-2004

**Work History****Customer Service Representative**

Teleperformace-Shaw (Sprint Postpaid)

September 2010-May 2013

- Handles inbound calls from all parts of USA.
- Was promoted as an SME/Floor Walker after 8 months of taking calls.

- Was promoted as a TL on 2012.

### **Customer Service Representative**

Results Manila Inc.

May 2013-Sept.2013

- Handled general customer service for a US healthcare account.

### **Customer Service Representative**

Teletech

Dec 2013-May 2014

- Handled general customer service for US cable satellite account.

### **Student Progress Advisor**

Global Learning Support

Jan 2015-May 2016

- Assist online students with their studies.
- Trains new SPA for product/account specifics.
- Do mock calls for new employees and assess if they are ready to be on live calls. Give recommendation to team leader.
- Creates process flow chart and give suggestions to make the process easier and more efficient.

### **Customer Resolutions Analyst and Executive Assistant**

LWT Services

Aug 2016-Aug 2017

- Handles billing enquiries and disputes for a B2B Australian Telco account. Logging tickets via ticket portal.
- 70% email and 30% voice tasks.
- Assist Country Manager with any task he may give.
- Trains employees when needed. Facilitates meeting to the whole account population and delivers any updates.
- In charge of events and parties that our account may have.

- Monitor employees/tl's requests and monitor budget for each project, requests and events we have.
- Handles all reservation needed. Budgeting and liquidation of the budget included.
- Assists our clients from AU when they are here (Head of IT, IT Applications TL and Manager, CFO and CEO). Give all they need during their stay including hotel and restaurants reservation.

## **Account Manager and Quality Assurance Specialist**

Sept 2017-March 2018

EnableSME Inc.

-Account Manager of blended CS and Sales team.

-Quality Assurance specialist at the same time. Audit all Engineers, on site sales consultants and Telesales people interaction with customers.

-Prepares monthly report for the CEO.

-Created processes for CS, sales and QA department.

## **Virtual Executive Assistant**

Laser Measure Pty Ltd

April 2018-present

- Assists Business Director with emails and calls to clients.
- Manages Director's schedules and appointments with clients from UK, AU and NZ.
- Maintains company's data base, Customer Portal and Ticketing system.
- Created the overall customer process flow and updates regularly.
- In-charge of call and email follow ups for billing due dates and overdue invoices.

## **Executive Assistant**

Tier One Entertainment

March 2022-Present

- EA to Alodia Gosiengfiao
- Manages her schedule and assist with documents keeping.
- Point of Contact for prospective and ongoing projects.

## **Character Reference**

**Eunice Jael Asor (Colleague)**

Call Center Agent

09078466216

**Richard Ricafort (Colleague)**

Call Center Agent

09173718976