

JONNEX S. DELA TORRE

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CAREER OBJECTIVES:

For career growth and be able to face bigger challenges that would enhance and develop my skills and ability.

WORK QUALITIES:

I enjoy challenging work environment and get along well with others. I am focused, disciplined, and resourceful. I observe a strong ethics.

WORKING EXPERIENCE:

CORDIA COMMUNICATIONS - Sales Representative

November 2008 – December 2010

- We will be calling prospects and will convince them to switch their provider to us.
- We will be asking the customer's previous bill
- Offer and help them on how they can reduce their monthly bill
- Credit card pulling

JJJ SOLUTIONS - Appointment Setter

January 2011 – August 2014

- It is an insurance company
- We are calling prospects and will inform them that we will be sending a free quotations for them to compare rates
- If the customer would agree, there will be a pre qualifying questions
- Someone from our third party verifier will call them to verify all the informations
- In addition we also have Solar Account, it is appointment setting as well (Cold Calling)

CEBU TELE-NET PHIL CORP - CSR

December 2014 – June 2018

- Petcube account
- We are also handling chat and email support
- Basic troubleshooting of the device/product

DEMAND SCIENCE – Lead Generation Specialist

June 2018 - February 2020

- We are calling businesses & we're sending a business article
- We're asking for their job title so that we know what type of business article we will be sending
- Our main target is to speak to the person who can make decision of the company

CEBU TELE-NET PHIL CORP – CSR

November 2020 – June 2021

- Seasonal account
- We will be pretending to be the real customer and we are asking their provider if there's a way to reduce my bill
- We are task to call their provider, for example ATT, serius XM, comcast and many more

QWEST BPO – Inbound sales

June 2021 – April 2022

- Travel account
- Customers are calling in if we offer all inclusive for their vacation
- We don't have all inclusive because we only offer resort accommodation specifically in Mexico

ALORICA – Customer Experience Expert

May 2022 – February 5, 2023

- Hotel reservation
- We will be accepting calls from customer who is interested in traveling
- We offer different hotels, we give options where the customer can save.

TTEC – Customer Service Representative

March 2023 – August 2023

- We do refund
- Basic Troubleshooting

Holiday Factory – Inbound Sales

Sept 2023 – February 2024

- We process booking
- Package Tour Operator Dubai Based

LOGIX BPO – Property Consultant

February 2024 – June 2024

- As a property consultant it is our job to provide quotations to the customer.
- We will help them looking for apartment for rent that fits their budget.
- We also provide options to the customer and always informed the amenities.

Intelycare – CSR

July 2024 – Sept 2024

- Intelycare is a staffing agency in the US for RN, CAN, LPN.
- Intelypro will call regarding their Missing Pay for that specific pay period
- Some Intelypro will call asking for assistance how to accept shift for a specific facility.
- Some will call to cancel their shift for a specific facility due to emergency.
- We are using Zendesk and five9 for dialer.

SKILLS:

Excellent and Interpersonal and communication skills.

Excellent customer service and skills.

Strong organizational skills and attention to detail.

A fast learner.

Natural ability to work both alone or as part of a team.

EDUCATIONAL BACKGROUND:**COLLEGE:**

SCHOOL: University of Cebu Main Campus

ADDRESS: Sanciangko Street Cebu City

YEAR: 2003 – 2007

COURSE: BSC – Management Accounting

SECONDARY:

SCHOOL: Balao National High School

ADDRESS: Balao Barili Cebu

YEAR: 1999 – 2003

PRIMARY:

SCHOOL: Maigang Elementary School

ADDRESS: Maigang Barili Cebu

YEAR: 1993 – 1999

CHARACTER REFERENCES:

JAPHET SEVILLA

Team Leader at Demand Science

09433010882

CHENETTE BACUS

HR Manager at Cebu Tele-net Phil Corp.

09232524381

FLENCE MACARAT

QA Manager at Demand Science

09395183140

PERSONAL BACKGROUND:

AGE: 37 years' old

SEX: Male

DOB: December 31, 1986

BOP: Pancil Barili Cebu

HEIGHT: 5'6"

WEIGHT: 120 lbs.

CIVIL STATUS: Single

RELIGION: Roman Catholic

CITIZENSHIP: Filipino

DIALECT SPOKEN: English, Tagalog and Cebuano

