

JASMIN TORRES

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SUMMARY	Experienced professional with 3 years in call center operations and 3 years as a virtual assistant. Proven track record in delivering high-quality customer service and comprehensive administrative support. Skilled in managing tasks efficiently and adept at adapting to dynamic environments. Seeking opportunities to leverage expertise in customer service and administrative roles.	
WORK EXPERIENCE	Virtual Assistant -Customer Support SSS	July 2024-Present
	<ul style="list-style-type: none">• Managed emails, SMS, and inbound & outbound calls.• Processing orders for compression garments.• Sending prescription requests to the doctor's office.• Process retail and insurance reorders/refills.• Submit Insurance Pre-authorization request.	
	Virtual Admin Assistant LXAPT	July 2023-July 2024
	<ul style="list-style-type: none">• Managed client's inbox/email and payment management for utilities such as electricity and gas.• Assisted Management Admin with tenant inquiries and client contact.• Performed personal shopping tasks.	
	General Virtual Assistant BSUC	Jan 2022 - February 2024
<ul style="list-style-type: none">• Provided customer service as a receptionist and performed data entry tasks.• Scheduled appointments for patients and managed patient contact.• Verified insurance information and submitted insurance claims.• Managed billing processes and handled email correspondence.		
Customer Service Associate Concentrix	2020-2021	
	<ul style="list-style-type: none">• Handled inbound calls from buyers and sellers on the largest online marketplace.• Managed Tier 1 escalations, addressing online orders, complaints, shipments, returns, and refunds.	
Customer Service Associate Alorica	2019-2020	
	<ul style="list-style-type: none">• Provided customer service support for escalations.• Handled inbound and outbound calls for a Canadian e-commerce company.• Managed online shopping issues, store complaints, and photo center inquiries.• Performed back-office tasks and handled minimal supervisor callbacks.	
EDUCATION	Diploma in Hotel & Restaurant Management	2021-2024
	Chair of St. Peter Technical Institute	
Secondary High School	2012-2018	
	Aplaya Integrated School - High School & Senior High School Information & Communication Technology Strand	
SKILLS		CERTIFICATIONS
<ul style="list-style-type: none">• Office Suite software.• Data entry.• Organizational and time management skills.• Inbox/Email Management.• Administrative Assistance.• Customer Service• Social Media Management.• Basic Graphic & Video Editing• Problem solving.• Attention to details.• Adaptability		<ul style="list-style-type: none">• Front Office NCII• Event Management NCIII• Food & Beverages NCIII• Tourism Promotion Services NCII• Barista NCII• Housekeeping NCII