

JANNAH LUCILLE DELA TORRE

Customer Service Officer

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Manggahan, Pasig City
Philippines 1611



SUMMARY

Highly skilled, customer-centric, and well-experienced customer service officer with great communication, organizational skills, and a positive approach to work that seeks to build a career with a well-established company.

EDUCATION

La Consolacion College - Manila

Bachelor of Arts in Mass Communication
2008 - 2013

SKILLS

- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Strong analytical skills
- Proficient with Microsoft Office Applications (Word, Excel, PowerPoint)
- Knowledge in using SAP and WMS

REFERENCES

Lennie Villacorte
Team Leader
EMAPTA Phils. Inc.
0922 767 8222

Kenneth Yeh
Team Leader
Sutherland Global Services Philippines, Inc.
0947 996 0548

Denise De Veyra
Shift Supervisor
Starbucks Philippines
0947 709 1069

PROFESSIONAL EXPERIENCE

Customer Service Officer

EMAPTA Phils. Inc. | September 2019 - Present

- Responding to customer queries in a timely and accurate way, via email or live chat
- Invoicing (issuance of invoice)
- Identifying customer needs and helping customers use specific features
- Order processing, order tracking, order cancellation, and refunding
- Informing customers about new promotions

Associate - CS Internet

Sutherland Global Services Philippines, Inc. | Jan 2016 - March 2019

- Responding to customer queries in a timely and accurate way, via email or live chat
- Identifying customer needs and helping customers use specific features
- Sharing feature requests and effective workarounds with the team members
- Informing customers about new features and functionalities

Chat Support Agent

LiveChat Monitoring (Devine Care Outsourcing, Inc.) | Apr 2015 - Nov 2015

- Handling inbound chats from customers
- Providing accurate information to customers on various requests for product, service, and price information
- Generating sales leads

Marketing Staff

Bakasyonan Resort and Conference Center (Operated by: Centro Specialists Co. Ltd.) | Aug 2013 - Sept 2014

- Maintained and organized numerous office files
- Constantly updated the company's contact and mailing lists
- Monitored ongoing marketing campaigns
- Prepared marketing presentation materials
- Moderated and managed the company's social media accounts