



LOURENCE DE LA CRUZ

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Midtown Village, Cainta, Rizal, Philippines

ABOUT ME

Experienced manager with over ten years in customer service, support, and administration. I've led teams to make customers happy and efficiently handle administrative tasks. Skilled at making processes smoother, resulting in a significant boost in overall customer satisfaction. I'm adept at problem-solving and ensuring clients feel valued. Seeking a role where I can demonstrate the skills I obtained in my extensive experience and immediately make an impact to help the team succeed, handle administrative responsibilities, and bring even more happiness to clients.

EDUCATION

Bachelor of Science in Entrepreneurial Management

Polytechnic University of the Philippines
2005 - 2009

SKILLS

- Email and Calendar Management
- Customer Service, Appointment Setting, Sales, Technical and Retention Support
- Experiences in using different tools (Jira, Microsoft, Amazon, Onelook, Salesforce, Outlook, Canva, Google Workspace, Gsuites, Aircall, Zoho, Trello, and a lot more.
- Creating Reports and Presentations
- Lead Generation and Graphic designer
- Coaching and Training
- Managing people
- Events Coordinator
- Travel specialist

LANGUAGES

- ENGLISH
- FILIPINO

WORK EXPERIENCES

Campaign Manager August 2021 - January 2024
TAOKYM Business Solutions | Boyds, Maryland

- Produced insightful reports to facilitate clients in making well-informed business decisions
- Pioneered a strategic campaign to collaborate with a leading Fortune 250 company, ensuring daily operations consistently surpassed the client's standard operating procedures
- Supervised a team of leaders, meticulously aligning their efforts with the expectations set for our virtual assistants
- Drive lead generation initiatives through effective drip campaigns and strategic use of social media

Coordinator/Operations Support August 2016 - August 2021
Capital One Philippines | Alabang, Muntinlupa

- Provided support to associates by addressing inquiries and clarifying any process confusions
- Reviewed tasks, recommending revisions or updates as needed.
- Took the initiative to streamline current processes, contributing to the improvement of overall Key Performance Indicators (KPIs)
- Collaborated across various lines of business to assist in report creation and data gathering for different work streams

Advanced Customer Service Tier 2 August 2013 - March 2016
Inspiro | Mandaluyong City

- Addresses product or service issues by clarifying customer complaints, identifying the root cause of the problem, explaining the optimal solution, expediting corrections or adjustments, and conducting follow-ups to ensure resolution.
- Manages customer cases involving fraud concerns.

REFERENCES

Michelle Osorio

Capital One / Senior Unit Manager

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Sarah Grace Daddy

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