



# ANN MORIAH TORRES

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Technical Proficiency
- Retail Services
- Data Entry & Practitioner Researcher
- Telecommunication Services
- Financial Knowledge
- Office Software
- Problem-Solving

## TOOLS

- Amazon Web Services
- CRM Software
- Microsoft Office
- Google Workspace
- Salesforce
- Canva
- Teams
- AT&T GIS
- Avaya
- UHC Patient Management Software

## PERSONAL PROFILE

A **Customer Service Representative** with 8 years experience in various tasks. A tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

## WORK EXPERIENCE

### AMAZON AUDIBLE CUSTOMERCARE & TECHNICALSUPPORT Sutherland | 2016 - 2018

- Maintained positive work ethic and commitment to providing excellent service.
- Improve operations efficiency and customer satisfaction.

### ISMATT CUSTOMER CARE & BILLING REPRESENTATIVE Concentrix | 2018 - 2020

- Sales/ Biller Customer Care
- Audited Real-Time Bills
- Manage customer's wireless, TV Programming, and Internet subscriptions.

### MEDICAL RECORDS RETRIEVAL AND PRACTITIONER RESEARCHER & FINANCIAL – CUSTOMER CARE REPRESENTATIVE Genpact LLC | 2020 - 2025

- Retrieved and processed patient records.
- Schedule medical record retrieval for HIPAA Audits.
- Filling Claim and doing risk assessment for financial retail bank.
- Assisting customer with their online banking needs.

## EDUCATION HISTORY

### Philippines Women's University

- Bachelor of Business Office Administration, 2013-2014

### Bataan Peninsula State University

- Bachelor of Business Administration Major Marketing Management , 2014-2015