

MARIZA D. DE TORRES

Customer Service Team Leader
09766367157. izy.torres05@gmail.com . Morong, Rizal, 1960

Professional Summary

I am passionate about delivering exceptional customer experiences by providing friendly and supportive assistance, resolving complaints efficiently, proactively addressing issues, leading and coaching teams to foster collaboration and a respectful culture, managing high call volumes with accuracy and empathy, and following up with customers through calls and emails to build loyalty and promote products and services.

Skills

- **Microsoft 365:** Word, Excel, PowerPoint, Outlook, Teams
- **Google Workspace:** Gmail, Drive, Docs, Sheets, Slides, Calendar, Meet
- **Five9:** Cloud contact center and customer interaction management
- **Salesforce:** (CRM) manages customer data
- **Zendesk:** Customer support ticketing and help desk management
- **RingCentral:** VoIP communication and virtual phone system
- **Slack:** Team communication and collaboration
- **Trello:** Project management and task organization
- **Basecamp:** Project management, team collab, and communication
- **Monday.com:** Workflow management
- **GCS:** Cloudflare storage and data management
- **Katana:** Manufacturing and inventory management software
- **Sloan:** Business process automation and workflow management
- **OSTicket:** Open-source support ticket system
- **Calendly:** Scheduling and appointment booking
- **Zoom:** Video meetings and webinars
- **Canva:** Graphic design
- **Typing skills:** 40 - 45 wpm

Work History

CSPRoz Inc (Customer Service Team Leader) May 2017 - October 2025 (8 years 6 months)

Dedicated Customer Service Team Leader focused on driving service quality through proactive team supervision and hands-on support. Coaching team members and acting as a liaison between the team and upper management. Resolving escalations and committed to analyzing service metrics to improve overall customer satisfaction and operational efficiency. Experienced in providing detailed reporting to clients and managers about the status of the team, ensuring transparency and continuous improvement.

Ammex I-Support (Resolution Specialist Supervisor) May 2016 - May 2017 (1 year)

Experienced Tech Support Supervisor specializing in mobile devices. I'm the go-to person for the team when they run into a tough technical problem and I jump in personally to handle the really difficult escalations. Proven ability to lead, train, and motivate teams to achieve high performance standards, while ensuring customer satisfaction and resolution quality. Also, keeping our guidelines up to date and identifying what needs to be fixed so we can keep improving.

Motif Limited Inc. (Customer Support Specialist - ADORAMA CAMERA INC.) September 2014 - January 2016 (1 year and 4 months)

I handle customer service and tech support for an electronics and film equipment company. I assist customers with inquiries, orders, payments, upsells, and tracking, as well as provide technical support for defective products and website issues. I handle inquiries via email and phone, troubleshoot technical issues, ensure customer satisfaction, and collaborate with teams to improve service quality and user experience.

Convergys Philippines Service Corporation (CSR -MACY'S and Bloomingdale's) August 2013 - December 2013 (Project-Based)

I work in customer service for Macy's and Bloomingdale's, basically helping people with anything they need. I handle the usual stuff like orders (placements, cancellations, modifications), tracking, upsells, returns, and refunds. I'm mostly on the phone, where I focus on fixing problems quickly and keeping things professional—even when I have to handle tough complaints or escalate a tricky issue.

NCO Philippines (Customer Service Representative - AMAZON) November 2012 - April 2013 (Project-Based)

I'm a Customer Service Associate at Amazon. I serve as the primary point of contact for customers. Handling everything from inquiries, order issues

(placements, cancellations, modifications), returns and refunds (A-Z Claims), upsells, and technical tasks related to Amazon's website, Prime and digital devices. I provide service via phone, ensuring customer satisfaction and loyalty. My role includes basic troubleshooting problems, delivering product information, resolving complaints professionally, and escalating complex issues when necessary.

INTERFACE TECHNO-PHIL, INC. (Outbound Call Center Representative)
March 2011 - August 2011 (Project-Based)

I'm an Outbound Specialist working with pre-diabetic and diabetic patients. My job is to reach out to possible customers and help them find the right diabetes kits, check if their insurance covers them, and get their orders placed. I also work closely with our internal teams to make sure their supplies arrive on time and that any issues get fixed right away. I provide personalized support and reliable service to ensure timely deliveries and a smooth overall experience.

Education

Bachelor of Science in Accountancy
Philippine School of Business Administration
1994-1996 (Undergraduate)

References

- **Rizalyn Bayona:** Vice President - CSProz Inc. - 09542435272
- **Rosemary Gonzales:** Account Manager - CSProz Inc. - 09515853673
- **Bernald Azares:** Q.A., - CSProz Inc. - 09763503268
- **Ricardo Tolentino:** Operation Manager - Motif Limited Inc., - 09175957918
- **Aimee Lorica:** TL, - INTERFACE TECHNO-PHIL., INC., - 09161291731


Mariza D. De Torres
Applicant Signature

