

# Drew Dela Torre

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## OBJECTIVE

A call center quality assurance manager skilled in call monitoring and quality standards creation and implementation

## SUMMARY

Experienced in call center quality assurance, training, and sales. Examined more than 15,000 hours of calls for quality assurance. Trained in human resource management and office administration. Knowledgeable in American and British cultures. Proficient in Microsoft Office: Excel, Word, PowerPoint, Project and Visio. Strong leadership skills.

## PROFESSIONAL HISTORY

**Isis Contact Center** 2009-2011  
*Team Leader*

- Trained 25 new hires with 92% absorption rate
- Introduced new cold calling techniques improving selling chances to a 60% average
- Examined 15,000+ hours of calls

**ProCalls Call Center** 2007-2009  
*Outbound Sales Representative*

- Maintained key business accounts with 100% retention
- Consistently exceeded monthly sales quotas by 20% resulting in \$100,000 annual sales
- Assisted in creation of new selling strategy

**Astoria Mall** 2005-2007  
*Human Resources Assistant*

- Developed new database system using Microsoft Access allowing easy management of personnel files
- Effectively mediated cases between supervisors and staff minimizing impact of high-stress working environment
- Recruited 100 new sales personnel

## EDUCATION

**Kalinga College** 2001-2005  
BA Psychology