**Edmanuel Torres**

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**Objective:**I am a friendly and dedicated individual with extensive experience in the Quality Assurance field. My passion for continuous learning and my readiness to embrace new challenges drive me to seek a position where I can further develop my skills and contribute effectively. I am eager to leverage my experience while striving for success and delivering my best to a prospective employer.

**Education:**

Woodrow Wilson High School

Camden, NJ 08105

High School Diploma

Rowan at Burlington County College

Mount Laurel, NJ

Associates in General Education

Major Deaf Studies

Troy University

Troy, AL

Bachelors in Human Services (still attending)

**Certifications:**

Six Sigma Lean Black Belt Professional

**Computer/Business Skills:**

**Medical Terminology and Healthcare Knowledge:**

* Trained in medical terminology, anatomy, physiology, and basic pathology.
* Experienced in recording patient histories, maintaining medical charts, scheduling, and managing outpatient admissions.

**Communication and Patient Interaction:**

* Developed effective communication skills with culturally diverse populations.

**Office Technology Proficiency:**

* Proficient in Microsoft 365 suite, including:
* Microsoft Word: Utilized for creating professional business documents.
* Microsoft Excel: Applied spreadsheet functions for data management and analysis.
* Skilled in using business office machines and multi-line telephone systems.
* Capable of typing at 60 words per minute.

**Experience:**

**Spruce Power, Houston, TX**

**Quality Assurance Supervisor: Oct. 2022-Present**

* Provide team with compliance training - New-hire training to achieve a thorough understanding of federal and state laws as well as customer-specific requirements and company requirements.
* Policies and Procedures – Maintain policies and procedures, examine updates to federal and state laws, research recent case law to ensure that policies and procedures are current.
* Managing Day-to-Day Operations – Satisfying call-monitoring targets, preparing and updating scripts, maintain and update the collection/customer service manuals and all tools used by collectors to perform their daily tasks, conduct call-calibration meetings and team specifications for current and new customers, addressing special projects to identify opportunities, and reviewing disputed accounts.
* Monitor and Score Collection/Customer Service Calls - Call monitoring scorecard that evaluates the collectors/customer service calls that fail to meet legal or company requirements result in additional training and/or corrective action.
* Quality Assurance - to ascertain if collectors are collecting money effectively, a QA program should be used to ensure that collectors are complying with the law. Areas of focus for collections QA programs should include:
* Required language – FDCPA mandates that initial communications (written or oral) include mini-Miranda language, and in all subsequent communications the agent must be identified as a “debt collector” early in the call.
* Right-party contacts – Ascertaining whether the person calling (inbound) or answering a call (outbound) is the right party is paramount. Whether this information must be provided to the collector or offered by the collector and confirmed needs to be addressed. Ensuring use of the right protocol is vitally important.
* Cease and desist requests – Notification of attorney representation or requests to prohibit calls being made to a place of employment must be handled properly.
* Third-party contacts and voicemail – Many regulatory violations are the result of improper third-party disclosures or voicemails that do not meet FDCPA requirements. (These issues often arise in the context of very short calls.) Monitoring and evaluating calls of all lengths is imperative.
* Consent to auto-dial cell phones - Collections operations that use automatic telephone dialing systems (ATDS, also known as dialers) should use QA to help ensure that consent and revocation of consent to dial cell phones follows established processes. It is also essential to be sure that reassigned cell numbers are handled appropriately.
* Create and implement SOP (Standard Operating Procedures)
* Provide necessary training, coaching, and mentoring to employees. Identify areas for improving individual and team performance. Identify skills gaps and fill them. Develop presentations, training materials, and handout materials.
* Manage CSAT Reports and provide feedback to leadership regarding trends.
* Assisted in the implementation of our QA system Maestro QA as well as our telephone system Five9.

**Radius Global Solutions, Thorofare, NJ Oct. 2021-Oct. 2022**

**Dispute Investigation Analyst Supervisor:**

* Supervise a team of Dispute Investigation Analyst.
* Monitor agent’s arrival and departure times and breaks, and review and approve timekeeping for the team.
* Work with agents to answer questions and to help them reach their collections and customer experience goals.
* Provide on-going training and development for Financial Care Agents and ensure systems training is completed timely.
* Take team calls as needed and handle disputes and escalation calls
* Research and resolve consumer-initiated inquiries and disputes from various channels including USPS mail, email, and the Company’s website in accordance with policies, procedures as well as State, local and Federal regulations, i.e. Fair Credit Reporting Act (FCRA)
* Conduct investigations surrounding consumers’ dispute claims. This includes but is not limited to reviewing account notes, collaborating with internal teams, communicating with clients, managing consumer reporting utilizing resource tools, i.e. e-Oscar, requesting Validation of Debt (VOD)
* Research data reporting with Transunion, Experian, and Equifax to ascertain information relevant to the investigation process
* Respond promptly via email to disputes received from internal departments outlining dispute findings
* Compose letter correspondence to be sent to consumers based on investigation findings
* Competently navigate the e-Oscar platform and respond to disputes
* Report system-related issues as well as policies and processes that may be the root cause of disputes
* Complete tracking log for data analysis to be used by internal management
* Provide relevant and timely information to immediate management and peers
* Identify and report on consumer inquiry trends that may impact volumes and SLAs
* Keep up-to-date knowledge, understanding, and compliance with all Federal, State, and local laws and regulations with functional area (including FDCPA laws and State laws) to ensure compliance with all State and Federal regulations and with Company policies and procedures
* Maintain regular attendance and timeliness which are required due to the production-based nature of the business and client requirements
* Provide proactive feedback to management concerning potential problems and recommendations for improvement. Recommend process improvements for efficiencies and best practices
* Adhere to all Company, Client and Consumer confidentiality and security policies and procedures

**Radius Global Solutions, Thorofare, NJ Aug. 2019-Oct. 2021**

**Quality Assurance/Compliance Specialist:**

* Evaluate recordings for quality purposes from all lines of business and ensuring that client expectations are always followed.
* Review emails to ensure agents are providing the correct information to customers and are staying compliant.
* Verify through call evaluation that accurate information and solutions are being provided to customers at all times. Ensuring that the highest level of customer service is always provided.
* Attending and participating in both internal and client calibrations.
* Scoring calls using client scoring methodology.
* Working cohesively with team members in ensuring that work is completed as assigned.
* Provide relevant and timely information to immediate management and peers.
* Demonstrate the capacity to make decisions and incorporate strategic planning to ensure deadlines are met and quality work is produced.
* Effective in initiating changes, adapting to necessary changes from old methods when they are no longer practical.
* Identifying new methods and generating improvement in facility's performance.
* All other duties as assigned.

**CNSComnet, Cherry Hill, NJ May 2017-June 2019**

**Data Quality Processor (Quality Control):**

* Provide high level client relations services, identifying the needs of the company and providing resolutions to issues at all levels.
* Provide quick and effective resolution to escalated issues. Create, present and perform calibration Quality Control training sessions and assist employees to increase knowledge and skills necessary to achieve improved results.
* Worked with varies banks such as Bank of America, Wells Fargo, and PNC, as well as varies mortgage companies such as PennyMac, Ditech, PHH, and others to ensure that Foreclosure and Bankruptcy referrals were being processed accordingly.

**Best Buy, Millbury, MA July 2016-May2017**

**Customer Service Specialist:**

* Flex as coverage between Checkout, Store Pickup and Customer Service as necessary Accountable for driving positive NPS results at Checkout, Store Pickup and Customer Service.
* Maintain professional communication with customers and peers while using cross-functional company resources and tools.
* Engage customers using soft skills while solving issues, providing end-to-end solutions with fast and accurate processing of transactions. Ensure Front of Store cleanliness and merchandising standard execution.

**Randstad, Hanover Insurance, Worcester, MA Nov. 2015-May2017**

**Mail Clerk:**

* Responsible for presorting outgoing mail generating revenue for this service.
* Processes large amounts of postage daily.
* Directly responsible for performing the act of presorting the outgoing mails thus generating the revenue for this service.
* Gathers, verifies, and packs items for shipment according to specifications and the transportation method used. Performs other related duties as assigned

**CNSComnet, Cherry Hill, NJ Jan 2014-July 2015**

**Data Processor/ Team Coordinator:**

* Be aware of the work that each team member is handling.
* Gather the daily workload for all team members in the morning and delegate it according to who is assigned those tasks.
* Check back throughout the day for Referrals, Military Uploads, and Verify Tasks.
* At the end of the day send a final overview. Provide employee lateness/call outs.
* Conduct and upload Military Searches for Foreclosure’s and Bankruptcy’s for the states of FL, NJ, and PA. Locate social security numbers using Lexius system. Process ACMS Notices for the state of NJ. Verify social security numbers by searching through documents to obtain social security number or by requesting information from Bank of America or CitiMortgage.
* Also process referrals for Bank of America and CitiMortgage.

**United States Postal Service, Richwood, NJ Feb 2013- Jan 2014**

**Office Supervisor/Postal Clerk**

* Operates a single unit postal facility providing limited window services, mail distribution, and dispatches. Opens and closes the facility according to established procedures.
* Operates within established postal rules, laws and regulations.
* Resolves problems that may occur during operations and escalates issues to Administrative Post Office (APO) when appropriate.
* Ensures that proper safeguards are instituted for the welfare of customers and the protection of the mails.
* Maintains files and records and submits reports as required.
* Answers questions, provides guidance, and has regular contact with Postal customers.
* Exercises protective care of accountable paper, monies, product inventory, and office supplies in accordance to Sarbanes-Oxley Act (SOX) guidelines.
* May provide for limited city, rural and/or highway contract route delivery service to local customers. Exercises a normal regard for the safety of self and others. May supervise one or more employees.

**Acs, Xerox Inc, Cherry Hill, NJ                                                   Oct. 2009- Feb 2013**

**Benefits Specialist:**

* Assist clients in administering medical benefits in a call center environment, as well as answering any questions customers may have regarding their benefits.
* Part of the Callback Team (Made outbound calls to clients during high call volume) Presented presentations to Manager on Trends that would assist other agents in improving productivity.
* Created spreadsheets for clients who received Medicare Part B Supplement checks. Prepared files for clients as well.

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**Reliant Energy, Houston, TX                                                             Aug. 2006- Feb. 2009**

**Customer Service:**

* Took inbound calls in a call center for customers regarding billing inquiries, payments, assist with any questions regarding acct, and updated acct information and maintained them as well as informing customers of energy saving tips.

**Chasecom, Houston, TX                                                                         Feb.2002-Sept.2009**

**Technical Support:**

* Worked with customers to identify service-related needs and offers the most appropriate solutions providing world-class customer service.
* Diagnoses and resolves basic network and modem functionality issues.
* Walked customers through common hardware and software configurations to maximize service functionality.
* Interfaced with customers over the phone providing status updates and ensuring service has been restored. Escalated appropriate technical issues to Tier 2 Technical support when needed.

**Lowes Theater, Cherry Hill, NJ                                                           Nov. 2000-Nov. 2001**

**Service Supervisor:**

* Supervised 30+ employee's, Preformed New Hire Orientations, Trained Employee’s to preform job functions, interviewed potential employee’s, assisted managers with human resources issues such as; performance evaluations, disciplinary actions, as well as presenting new products into the work environment.

**Camden AHEC, Camden, NJ                                                                Feb. 1999-May 2002**

**Health Educator:**

* Conducted nationwide conferences on HIV/AIDS prevention, drew up proposals for different workshops that were displayed at local high schools and organizations.
* Worked closely on a proposal to implement a HIV/AIDS hotline for teenagers, to the Mayor of Camden City.
* Preformed standard office functions such as; answering phones, filing paper work, setting appointments, and inputting data into the systems.

**Languages:**

English, Spanish, and American Sign Language