






# MICHELLE C. DELA TORRE

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I am an enthusiastic, self-motivated, reliable, responsible, and hard-working person. I am able to work well both in a team environment as well as using my own initiative. I believe that learning never stops, which is especially true in a face-paced environment, I am keen and continuously discovering new things.

## EDUCATION

**Secondary School 2017 - 2019**

**A.O Floirendo National High School**

**College School 2019- 2023**

**Interface Computer College**

Bachelor of Science in Information  
Technology Graduate (BSIT)

## SKILLS

- Computer Literate
- Problem Solving skills
- Detail Oriented
- Time-management skills
- Communication skills
- Fast Learner

## EXPERIENCE

### ESL Tutor

**GTW BPO Corp. | July 2023 - August 2024**

- Teach Korean students with grammar, vocabulary, reading comprehension, pronunciation, and writing.
- Providing feedback on students' progress and recommending areas for improvement.
- Planning lessons that are interesting and relevant to their individual needs and goals.

### Customer Service Representative Shopee Account

**SixEleven Global Services | July 2024 - April 2025**

- Assisting with Inquiries: responding to buyer questions about products and orders.
- Order Management: helping buyers track their orders, modify details, and request to expedite/cancel their orders if necessary.
- Resolving Issues: addressing complaints or issues related to product, delivery, or payments.
- Guidance on Returns and Refunds: assisting buyers with the return and refund process.

### Real-Time Analyst - Shopee Account

**SixEleven Global Services | April 2025 - June 2025**

- Monitor agents' auxes and scheduled adherences.
- Track and analyze performance metrics such as response time, and customer satisfaction scores.
- Provide immediate support and guidance to agents handling chats to ensure SLA adherence.
- Generate and distribute real-time reports and dashboards.