

# GENESIS J TORRES

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## Objective:

A challenging position with an organization that offers growth based on dedication and proven ability. Combined organizational skills with hands-on technical knowledge, superior memory for details and strong work ethic.

## Work History

### **Concentrix**, Austin, Texas

CAC Agent Tier 1 – BRC Legal Agent  
02/16 – 06/16

CAC Agent - An inbound / outbound customer service team providing information along with support and act as liaisons between the customer and the car dealership to resolve all questions and concerns.

BRC Legal – Working with customer's attorneys and General Motors Legal Coordinator to agree on the best resolution for the legal case. Multi-tasking, and being flexible enough to handle a high volume case load.

Communicating with involved dealerships service managers to verify information. Communicating with attorneys and creating legal documents as necessary.

### **Innovative Funding Services**, Austin, Texas

*CSR Avis Lead*

03/15 - 01/16

A call center consisting of multiple tasks to help accomplish one objective of selling vehicles. Monitoring team members' participation to ensure the training they get provided with is being put into use. While listening to team members' feedback and providing any extra training needed. Managing the flow of day-to-day operations and creating reports to update the company on the team's progress.

### **H&R Block**, Austin, Texas

*Customer Service Professional*

01/14 – 03/15

A professional atmosphere consisting of delivering an outstanding client experience by creating a warm and welcoming first and last impression that exceeds the unique needs and preferences of each client. Utilizing the H&R Block system to schedule and confirm appointments, check in clients, match clients to the optimal Tax Professional, and effectively manage client flow in a tax office. Being accountable for the funds transferred in and out the store by routinely balancing the cash register, receiving cash, checks and credit card payments.

### **H-E-B**, Austin, Texas

*Cashier/bagger*

07/12 -08/13

A fast paced work environment requiring to assist multi-cultural customers while providing excellent customer service and Cash handling.

## Education

### **Del Valle High School**, Del Valle, Texas

High School Diploma/GED

GPA: 3.8

### **Computer Skills**

Internet Browser (Internet Explorer, Firefox, Microsoft Office Outlook email)  
Presentation Software (PowerPoint)  
Spreadsheet Software (Excel)  
Word Processing Software (Word, WordPerfect)

### **Driver's License**

Class C - Standard Driver's License