



# MARY JAIACENT MONTEJO

## WORK SUMMARY

**Customer Service Representative** – 1 year & 3 months  
**Independent Sales Representative** – 10 months

## WORK EXPERIENCE

**Customer Service Representative**  
**Concentrix | July 2023 – October 2025**  
**Graveyard shift 11 pm – 7 am**

- Outbound Dialers
- Inbound Dialers
- Processing Orders and Renewals
- Tracking
- Delivery Upselling
- Retaining Customer
- Technical Support
- Account Management

**Independent Sales Representative**  
**Philippine Charity Sweepstakes Authority (PCSO) | July 2021 – April 2022**  
**Dayshift 8 am – 8 pm**

- Retaining Customer
- Processing Orders
- Client Acquisition and Prospecting
- Sales Presentation
- Product Promotion
- Maintaining Client Relation
- Negotiation and Closing Deals
- Autonomous Operation and Strategy Development
- Achieving Sales Target

## EDUCATION

**San Miguel National High School – San Miguel Bulacan**  
Accountancy Business and Management | 2022 –2024  
Senior High School (SHS) Graduate  
With High Honor 97.2

**Date of Birth:** March 12, 2003  
**Address:** Quiot Pardo, Cebu City,  
Philippines

**Contact:** +639169594249

**Email:** maryj.montejo@gmail.com

**MS email:** maryj.montejo@gmail.com

## EXPERTISE

Customer Support  
Customer Relations Management  
Indepth Product & Service knowledge  
Outbound & Inbound Dialers  
Detailed Oriented  
Problem Solving  
Technical Aptitude  
Sales and Business Acumen  
Market Intelligence

## SKILLS

Sales Force  
Canva  
CapCut  
Microsoft Word Office  
Microsoft PowerPoint  
Google Calendar