

CSR - Non Voice

11:40 PM

4/19/18

Referred: Angelica DUNGOS

Yes for "Ben"

BON JOVIT KEITH I. MONTILLA

Basak, Lapu - Lapu City, Cebu

Telephone Number: 238-8993

Mobile Number: 092-3229-0984

Email Address: kiankeithmontilla@gmail.com

SP: 49

Acc. 96.6

BPO experience =

1 year and 5 months

3 - 4

- more on programming

* software programming

M: Teacher

F: deceased in 2010

Career Objective:

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self development. To help me achieve personal as well as organizational goals.

3 sibs: 2nd

Eldest: CC Agent

3rd: DT

CS: 5

SE: 17% (All-in)
(negotiable)

DA: ASAP

Personal Information:

Date of Birth:	November 30, 1996
Place of Birth:	Cebu City
Citizenship:	Filipino
Sex:	Male
Civil Status:	Single
Age:	21 years old
Height:	5'8"
Weight:	80 kg.

strengths:

- hard working

- trainable

- fast learner

weaknesses:

- talking (think fast, his mouth can't catch)

Skills:

Computer literate in Microsoft Word, Excel, Publisher and PowerPoint
Basic programming languages as well as Visual Basic, C++, Turbo C

Educational Attainment:

2014 - 2015	<u>2nd year college</u> BACHELOR OF SCIENCE IN INFORMATION AND COMMUNICATION TECHNOLOGY Technological University - Main Campus R. Palma St., Cebu City
2012 - 2013	Secondary Education Marigondon National High School Marigondon, Lapu - Lapu City
2008 - 2009	Elementary Education Marigondon Elementary School Marigondon, Lapu - Lapu City

Employment Background:

February
2015 - 2017

Customer Service Representative Tier - 3

LiveLook, Kudo Support Inc. MEPZ 1 2nd Street, Corner 3rd Avenue, Lapu-lapu City, Cebu, Philippines 6015

Act.: Magic Jack
BP: 12, 000
1 year and 8 months

- chat agent (promoted as workforce analytics)
- Top AGENT
- Workforce analytics - (8 months) promoted
- Remote desktop -
- the company was closed

Character References:

- ▶ Andrio Alfaro
Team Lead Kudo Support Inc.
MEPZ 1 2nd Street, Corner 3rd Avenue,
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(933) 161-7195
- ▶ Angelica Dungog *- with I play*
Team Lead Kudo Support Inc.
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(933) 207-9564
- ▶ Maria Elnie Bala *- with I play*
Team Lead Kudo Support Inc.
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Lapu-lapu City, Cebu, Philippines 6015
(932) 502-1898
- ▶ Lemuel Gerasol
Team Lead Kudo Support Inc.
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night after company closed:
2017-2018
= help his mother
= lesson plan
= process grades
= visual aid - power point presentation
= help his sister assisting
the baby (and baby n/ nannies
night now)