

# JESSABEL A. MONTEZON

Brgy. 97 Cabalawan, Tacloban City, Leyte  
Email Address: [jessamontezon@gmail.com](mailto:jessamontezon@gmail.com)/  
Contact No. 09278567975



## CAREER OBJECTIVE

To broaden my communication skill, to serve, and to practice professionalism in workplace. Moreover, I would like to work with other professional and to become more equipped and effective.

## SUMMARY OF QUALIFICATION

A Bachelor's degree in Hotel and Restaurant Management and am finishing my Master's in Management. I was assigned as a Front Office Associate, Room Attendant, and Food and Beverage Attendant after completing 800 hours of on-the-job training for hotel and restaurant operations. I already had Housekeeping NCII and NCIII and Contact Center Service NCII. I worked in the BPO industry as a Customer Service Representative. A competitive future hospitality practitioner with knowledge of good customer service and handling guests.

## ACADEMIC BACKGROUND

**Master in Management**  
Leyte Normal University  
Paterno St. Tacloban City

On-going

**BS in Hotel and Restaurant Management**  
Asian Development Foundation College  
Burgos St. Tacloban City, Leyte

August 2021

## WORK EXPERIENCE

**Part time Instructor**  
**Visayas State University**  
Baybay City, Leyte  
2022-2023

**Instructor**  
**Asian Development Foundation College**  
P. Burgos St. Tacloban, City  
2021-2022

**Outbound Sales Representative**  
**Mancao- E Connect Business Solutions**  
Tacloban City  
June 2021- August 2021

**Market Research Interviewer**  
**SSI- Dynata Phil. Inc.**  
**Cebu City**  
July 2020- Nov. 2020

**Customer Service Representative**  
**Sovran Corporation**  
Cebu City  
May 2017- July 2017

**Customer Service Representative**  
**Sykes Asia Inc.**  
F. Cabahug St. Mabolo Cebu  
Nov. 2016- Feb. 2017

**On Job Trainee**  
**Hotel La Rica**  
36 P. Zamora St. Tacloban City, Leyte  
800 Hours

#### OTHER SKILLS

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Proficient in Microsoft Office (Word, Excel, PowerPoint)  
Communication Skill

#### CERTIFICATES AND ACHIEVEMENTS

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**National Certificate II in Contact Center Service**  
**National Certificate III in Housekeeping**  
**National Certificate II in Housekeeping**  
**Certificate of Achievement in Practicum 1 and Practicum 2**

#### CHARACTER REFERENCES

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**Justino S. Arnon Jr.**  
**Licensed Professional Teacher**  
Contact Number: 09380244348

**Thaddeu Abdul Hakim Calceta**  
**HM/TM Instructor**  
**Asian Development Foundation College**  
Contact Number: 09275831376  
**Babette Jeds Llorada- Castil**  
**HM/TM Teacher**  
**Asian Development Foundation College**  
Contact Number: 09165248029

I hereby certify that all statements given in this application are true and correct to the best of my knowledge, ability and belief.

JESSABEL A. MONTEZON  
Applicant