



## CURRICULUM VITAE

# Peter John Montajes

Brgy. Tabunok Bato, Leyte, 6521, Philippines

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### EDUCATION

Bachelor of Elementary Education (BEED)  
Bato Institute of Science and Technology  
Bato Leyte, Philippines (2018 – 2023)

### INTERNSHIP

- Bato Institute of Science and Technology (In-campus)  
January - March 2023
- Bato Central School (Out-campus)  
March - April 2023
- Tabunok Elementary School (Out-campus)  
April - May 2023

### ELIGIBILITY

#### Licensed Professional Teacher (LPT)

Passed the Licensure Examination for Professional Teachers (LEPT) with a rating of 87.40%, September 2023.

### PROFESSIONAL EXPERIENCE

#### *Customer Service Associate*

**Accenture** | January to October 2024

**Foundever** | June to December 2023

**Qualfon** | February to May 2022

- Provide prompt and accurate answers to customer inquiries about products and services
- Effectively resolved customer issues and managed complaints in a timely and professional manner
- Processed orders, payments, returns and exchanges efficiently
- Recommend personalized discounts and promotions based on customer needs and preferences.
- Demonstrated empathy by understanding customers' situations and offering tailored solutions.

- Investigated customer accounts to suggest relevant promotions and plans that aligned with their needs.
- Conducted basic troubleshooting on customers' devices to resolved technical issues.
- Educated customers on current promotions and offers, ensuring they received the best value.

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## TRAININGS AND WORKSHOPS

- **Training Participant:** *53<sup>rd</sup> National and 14<sup>th</sup> International PAFTE Convention with the theme "Towards new directions in teacher education: Adopting to a changing landscape"* hosted by **Philippine Association for Teachers and Educators (PAFTE), Inc.** October 10-11, 2024 via Microsoft live.
- **Participant:** *Basic Computer Literacy*, hosted by the **GARALDE TECHNOLOGICAL DEVELOPMENT STUDIES, INC.**, August 19 – September 04, 2024, via online.
- **Training Participant:** *PAFTE free webinar series, Cluster 2.2 on "The Teacher as a Professional"* hosted by **Philippine Association for Teachers and Educators (PAFTE), Inc.**, August 10, 2024 via online.
- **Training Participant:** *PAFTE free webinar series, Cluster 2.1 on "The Teacher as a Professional"* hosted by **Philippine Association for Teachers and Educators (PAFTE), Inc.**, July 13, 2024 via online.

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## SKILLS AND COMPETENCIES

### *Excellent communication skills*

- Effectively conveys information and ideas in a clear and professional manner, both verbally and in writing. Builds rapport with individuals from diverse backgrounds and ensures mutual understanding in every interaction.

### *Multi-Tasking Ability*

- Skilled at prioritizing and managing multiple responsibilities simultaneously while maintaining accuracy and attention to detail. Thrives in fast-paced environments that require juggling competing tasks.

### *Flexible and Quick to Adapt to Changes*

- Adapts easily to new challenges, work environments, and shifting priorities. Embraces change with a positive attitude and finds creative solutions to overcome obstacles.

### *Positive, Motivated and Passionate about Work*

- Maintains an optimistic outlook and strong enthusiasm for achieving goals.
- Motivated to perform at a high level and inspire others through dedication and commitment.

### *Eager to Learn and Improve*

- Highly teachable and enthusiastic about acquiring new skills and knowledge.
- Proactively seeks opportunities for personal and professional development to continuously improve performance.

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## AWARDS AND RECOGNITIONS

- **Certificate of Recognition** for being Top 3 agent performer, “NEE in wave 21” , Accenture Cebu, April 10, 2024.
- **Certificate of Recognition** Best in RESEARCH, “A Comparative Study on the Perception and Attitude of Senior High School Students Towards K-12 Program” , Matalom National High School.
- **Certificate of Recognition** Best in story teller during “English Culmination Program”, Matalom National High School, SHS Department.

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## CHARACTER REFERENCE

- **Kim Viado**  
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