



# JOHNMARC PRINCE MONTAÑO

## CONTACT

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Amoros, El Salvador City,  
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## PERSONAL INFO

- Birthday: June 13,1999
- Sex: Male

## EDUCATION

2020 - 2022

UNIVERSITY OF SCIENCE &  
TECHNOLOGY OF SOUTHERN  
PHILIPPINES

- Bachelor of Science in Civil Engineering (Undergraduate, 2 years)

2020 - 2023

UNIVERSITY OF SCIENCE &  
TECHNOLOGY OF SOUTHERN  
PHILIPPINES

- Senior High School (Science, Technology, Engineering, Mathematics)

## SKILLS

- Strong Communication & Interpersonal Skills
- Expert Review
- Customer Relationship Management
- Advanced Microsoft Excel
- Time Management & Problem-Solving

## PROFILE

Versatile and results-driven professional with expertise in customer service, sales, and negotiation. Experienced in utilizing advanced tools for customer relationship management, workflow coordination, and order processing. Skilled in handling escalations, selling products and services, and negotiation payments and credits. Open to remote roles across various industries where my skills and experience can contribute to organizational growth.

## WORK EXPERIENCE

- **T-Mobile US, Inc.** 2022-2024  
Customer Service Representative
  - Delivered top-notch customer support by resolving billing inquiries and account concerns
  - Successfully sold products and services, including rate plans, phones, and insurance, to meet client needs.
  - Negotiated payments, credits, and adjustments to retain customer loyalty.
  - Utilized Dash and other tools to process orders, manage accounts, and track transactions efficiently.
- **T-Mobile US, Inc.** 2024  
Customer Service Representative Support
  - Provided real-time support to customer service representatives during escalated situations
  - Assisted in selling client products and services and negotiated customer payment plans and credits.
  - Ensured team adherence to workflow protocols using tools like Samson and ModelT
  - Assisted in coaching team members to enhance service quality and efficiency.

## REFERENCE

### Aubrey Cheeza Mae Faith Salud

Landstar Ranger / Dispatcher

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### Carol Jane Gabule

Asialink Asia Finance / Sales Associate

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