

# ZORYEL MONTANO

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## Professional Summary

Dynamic and detail-oriented administrative professional with extensive experience in office management, data compilation, and customer service. Proven ability to enhance office procedures, manage schedules, and support executive functions. Adept at maintaining filing systems and managing inventories. Seeking to leverage my skills and expertise to contribute to the success of a forward-thinking organization.

## Core Competencies

- Office Management & Procedures
- Data Compilation & Reporting
- Appointment Scheduling
- Customer Service Excellence
- Travel Arrangements
- Inventory Management
- Information Filing Systems
- Technology Proficiency

## Professional Experience

### Administrative Support / Receptionist | GOVERNMENT OF SASKATCHEWAN - MINISTRY OF SOCIAL SERVICES (Term)

June 2024 to September 2024 (Term)

- Implemented office procedures and utilized computer applications to ensure efficient operations.
- Answered and managed incoming calls, providing professional receptionist services and accurate message relay.
- Composed, proofread, and edited various correspondence with accuracy and attention to detail.
- Interacted diplomatically with clients to resolve issues and relay accurate messages.
- Organized and managed multiple tasks independently, contributing to team goals.
- Designed and maintained records management systems, ensuring easy retrieval of information.

### Customer Support Supervisor | TEXTDRIP (Remote)

April 2023 to May 2024

- Conducted regular team meetings, performance evaluations, and coaching sessions.
- Addressed inquiries, resolved issues, and handled escalated complaints, ensuring outstanding customer service.
- Monitored individual and team performance, providing feedback and implementing strategies for improvement.
- Developed new procedures to increase efficiency, maintaining and updating the Knowledge Base website.
- Collected and analyzed customer support data, preparing reports and presenting recommendations to management.

### Customer Support and Training Specialist | TEXTDRIP (Remote)

October 2021 to April 2023

- Designed and developed training programs, materials, and resources.
- Facilitated training sessions through virtual workshops and on-the-job coaching.
- Assessed training effectiveness through evaluations and feedback mechanisms.
- Prepared training-related reports and provided regular updates to management.

### Legal Admin Assistant / Receptionist | COUNTERPOINT LEGAL (Remote)

Oct 2019–April 2023

- Answered and forwarded incoming phone calls, made outgoing calls for follow-ups and appointment setting.
- Performed email management, faxing, organizing files, invoicing, and other administrative tasks.
- Maintained manual and computerized information filing systems.
- Ordered office supplies and maintained inventory.
- Compiled data, statistics, and other information for reports.

### Collections Account Manager | SYNCHRONY FINANCIAL

October 2016–September 2019

- Managed a portfolio of delinquent accounts, contacting customers to discuss payment options and establish arrangements.
- Negotiated payment terms and settlements to minimize bad debt.
- Conducted coaching sessions and facilitated training regarding process improvement and compliance.

**Clinical Intake Representative | HINDUJA GLOBAL SOLUTIONS**

May 2015–August 2016

- Handled calls for a medical insurance company, gathering and encoding accurate data.
- Assessed medical procedures to provide necessary authorization based on policy guidelines.

**Senior Process Executive | COGNIZANT TECHNOLOGY SOLUTIONS**

March 2013 – February 2014

- Gathered and encoded data for life insurance applications.
- Followed up with case managers and underwriters regarding application queries.

**Customer Service Representative | SITEL**

May 2012 – March 2013

- Processed payments and provided customer service for Capital One cardholders.

**B&E/Claims Specialist | APAC**

August 2008–January 2010

- Handled medical insurance accounts as a Benefits and Eligibility Specialist, later promoted to Level 2 Claims Specialist.

**Counter Crew | JOLLIBEE FOOD CORP**

April 2006–May 2007

- Received and processed customer orders, managed cash transactions, and provided excellent customer service.

## Education

**University of the Philippines at Los Baños**

Bachelor of Science in Electrical Engineering

2005 – 2012

## Skills and Tools

- Communication Skills: Excellent written and verbal communication
- Office Procedures: Establishing and maintaining efficient office routines
- Data Entry: Accurate and efficient data handling
- Customer Service: Strong customer-centric approach
- Administrative Tasks: Calendar and file management, email management, minute-taking
- Software Proficiency: MS Office (Excel, Word, PowerPoint, Teams, Outlook), Google Workspace (Google Sheet, Forms, Calendar, Doc), Zendesk, LiveAgent, Asana, Trello, Zoom, Stripe, Shopify, Podio, Smokeball, RingCentral, Dialpad, Canva, Filmora