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CIBELLE MONTOR

Full Stack Web Developer professional looking forward to join a team that is interested to support employee growth and inclusivity in the technology world.

Work Experience:

CUSTOMER SUPPORT SPECIALIST – Humana Health Insurance
Tempe, Arizona

Oct 2018 -Sep 2019

Assisted members, medical staff and other associates to place requests to authorizations for prescriptions medications. Educated clients with benefits questions, company policies, and criteria for decisions. Provided outstanding customer service by offering to each caller a customized service that considered their background, culture, age and their need. Kept quality numbers met each month and received a STAR award on 5th month of employment. Operated successfully multiple computer programs and tools at time.

LEAD TEACHER – Hidden Treasures Preschool
Phoenix , Arizona

Feb 2018 – September 2018

Responsible for the supervision, care and well being of 11 toddlers ages 2yrs – 3yrs old. Implemented a daily routine for the classroom to facilitate the children's transitions through the day. Modeled proper behavior to the kids when communicating with them and other staff members. Kept open communication with parents, peers, my directors, and other school staff. Filled out and maintained up to date state department documents on each of the children. Prepared lessons accordingly to kids needs and age.

NANNY - Buhrow Family
Phoenix, Arizona

Mar 2017 – Dec 2017

Full-Time Nanny responsible for the care of what was a 5 month old infant when I started. Worked to diligently keep the child on the parent's strict schedules (bottles, naps, play time, etc) that would change every month or so to appropriately fit the child's age. Kept a very safe and happy environment to make sure he not only enjoyed his time with me but that the parents could work with the peace of mind that he was safe and happy.

MONTESSORI ASSISTANT TEACHER - Dynamite Montessori
Cave Creek, Arizona

Jun 2016 – Dec 2016

Assisted the lead teacher with everything required throughout the day for a class of 12; snack time, arts and crafts, receiving the kids in the morning and discharging the in the afternoon, field trips, nap time, etc. Kept the classroom clean daily careful to wipe down and disinfect all surfaces and toys to keep the kids healthy. Helped with potty training and changing the diapers and clothes of the younger children. Communicated daily with parents on their kid's activities and behaviors. Planned and Led Portuguese stories, games, and dances for the kids.

AU PAIR - Narayanappa Family
Cave Creek, Arizona

Jan 2015 - Dec 2016

Live-In Au Pair who affectionately cared for two children aged 9 months and 2 years old when I first started. Worked with the parents to develop a schedule for the kid's daily activities like naps, baths, meals, and play time. Personally successfully adapted to a new culture (moved from Brazil) respectfully by always being willing to learn from my host family. Promoted language development skills by reading, singing, and introducing the kids to Portuguese.

ASSISTANT TEACHER (PRESCHOOL) - Escola Agape
Maringa, Brazil

Jan 2014 - Dec 2014

Worked with the kids to help establish and maintain better health and personal habits. Responsible for the care of the children both inside and out of the facility during school hours. Worked with the other teachers to develop lesson plans and changes to yearly curriculum. Kept open lines of communication with the parents on daily activities and behaviors.

LINE COOK - Kactus Food
Maringa, Brazil

Jun 2014- Dec 2014

Cook in a usually understaffed but well frequented Japanese restaurant. Extreme multi-tasking while maintaining order and cleanliness of the kitchen. Worked very well with other staff in fast paced and often times stressful environment. Ensured customer service and experience was always put first.

CUSTOMER SERVICE AGENT - Boa Compra
Maringa, Brazil

Fev 2012 – Oct 2013

Responsible for delivering outstanding client support to increase our company's online reviews and client satisfaction ratings. Daily activities included supporting customers by phone and chat while many times trying to simultaneously deliver for multiple customers. Participated in meetings to help develop new methods/tools/processes to help both our clients and us as customer service agents. Assisted in the training and on-boarding of new employees.

PART TIME ASSISTANT - State University of Maringa
Maringa, Brazil

Feb 2009 – Dec 2011

Worked to maintain proper order in the office so that all student documents and filings could be properly executed on time. Administered and monitored student exam sessions when professors could not be present.

Participated in departmental meetings and conferences which focused on departmental discourse while seeking places for improvement.

SALES ASSISTANT - Datelli

Maringa, Brazil

Jan 2007 – Jun 2008

Met and exceeded my sales quotas. Handled high profile customers due to my ability to create and maintain relationships. Kept a thorough and up-to-date knowledge of our company offerings to make sure I was properly set to not just sell to but also properly serve my customers. Provided close post-sale service ensuring a clean and fluid transition through their sales and delivery/implementation processes.

EDUCATION AND CERTIFICATIONS:

State University of Maringa - Maringa, Brazil .

Bachelors in Social Science, 2011

Up-to-date with current CPR and First Aid training

KEY QUALIFICATIONS:

- Highly adaptable and flexible, positive, resilient, open to new ideas. Natural conflict solver and multi-tasker, extremely patient with great attention to detail. Knowledge-hungry, constant learner, eager to meet challenges and deadlines, quick to assimilate to new concepts, processes, people, or places.

- Fluent in English and Portuguese with a moderate ability to speak and understand Spanish.