

STEPHEN M. QUIJANO

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PROFESSIONAL SUMMARY

Results-driven sales and customer service professional with over 8 years of experience in mortgage, insurance, and telecommunications industries. Proven track record of exceeding sales targets, building strong client relationships, and delivering exceptional customer experiences.

CORE SKILLS

- 1 Sales & Business Development
- 2 Loan Processing & Credit Evaluation
- 3 CRM & Database Management (Salesforce, HubSpot)
- 4 Customer Relationship Management
- 5 Financial Needs Analysis
- 6 Negotiation & Persuasion
- 7 Regulatory Compliance & Documentation
- 8 Conflict Resolution & Problem-Solving

PROFESSIONAL EXPERIENCE

Lead Qualifier – Lending3 (2022–2025)

- 1 Exceeded sales targets by 20–25%
- 2 Top 5 Sales Specialist nationwide
- 3 Increased retention by 25%
- 4 Reduced processing time by 20%

Sales Representative – Sykes Enterprises (2019–2022)

- 1 Maintained 95%+ CSAT
- 2 Improved AHT by 12%
- 3 Top Sales Performer

Sales Representative – Chanelfix Inc. (2018–2019)

- 1 Improved conversion rate by 15%
- 2 Top 5 performer
- 3 Exceeded KPIs by 20–25%

Sales Representative – XactCall (2016–2018)

- 1 Exceeded sales targets by 15–20%
- 2 Increased retention by 25%
- 3 Top 10 nationwide

EDUCATION

Bachelor of Secondary Education (Social Studies) – Northern Cebu Colleges (2022–2025)

Associate Degree in Computer Programming – Cebu Normal University (2014–2016)

PERSONAL BRAND

"I help businesses grow by turning leads into loyal customers through strategic selling and strong relationship-building."